

ATTACHMENT I
NATIONAL PARK SERVICE
DIRECTOR'S ORDER 43
IMPORTANT INFORMATION

1. The Director's Order 43 which follows consisting of 93 pages is currently being revised to reflect new policy. Interim Policy Guidance will be issued to reflect the new policy contained in the contract.
2. All of the current uniform components for the National Park Service Program are contained in Section B of the solicitation. These uniform components take precedence over Director's Order 43.
3. All reports will be produced electronically and are identified in Section C of the solicitation. These reports take precedence over Director's Order 43.
4. All orders will be placed electronically as specified in Section C of the solicitation. These ordering procedures take precedence over Director's Order 43.

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CHAPTER 1 - PROGRAM DIRECTION

1-1. **Introduction**

This guideline sets forth the Servicewide policies for wearing the National Park Service (NPS) uniform and for authorizing uniform allowances to employees under the Federal Employees Uniform Act of 1954, as amended, and the guidelines in Office of Management and Budget (OMB) Circular A-30, as revised. The contents of this guideline supersede all previous NPS directives and memoranda relating to uniforms.

1-2. **Policy**

The policies and guidelines in NPS-43 are to be implemented uniformly throughout the National Park Service. Deviation from the national policy is authorized only in those instances where a particular section specifically permits regional or park variation. Departures from the guideline must be approved by Regional Directors. Individual exemptions from aspects of the guideline may be granted under limited circumstances. Procedures are outlined in Chapter 6-4.

1-3. **Administrative Authority**

The authority and responsibility for the management of park operations has been delegated by the Secretary of the Interior to the Director of the National Park Service. Much of this line authority has been redelegated to Regional Directors and Superintendents, but the Chief of the Division of Ranger Activities on the Director's staff provides specific program direction and assistance to the field and exercises program oversight.

1-4. **Goals**

The goals of the National Park Service's uniform policies and program are to:

- project a distinctive uniform image to park visitors and the American public;
- provide employees with functional, durable and comfortable clothing which is appropriate for assigned duties and area climates and fosters employee health and safety;
- promote employee identification with the National Park Service and foster employee esprit de corps;
- assure the highest possible degree of consistency in uniform appearance, both within parks and Servicewide, that is commensurate with the diversity of tasks and climates in the National Park System; and
- maintain a uniform distribution system which provides quality uniforms in a timely manner and is financially accountable and cost effective.

CHAPTER 2 - AUTHORITIES

The following laws, agency regulations (under the provisions of 5 USC 5903) and comptroller general's decisions provide the authority for and set the limits of the National Park Service's uniform program. Relevant sections of laws are quoted where appropriate, and clarifying comments from Congressional reports have been cited where necessary to indicate Congressional intent.

2-1. Uniform Allowances

a. **Laws**

- 1) Title 5, United States Code, Section 5901(a) - Public Law 83-763 (1954), as amended by Public Law 89-554 (1966), Public Law 90-83 (1967) and Public Law 101-509 (1990):

"There is authorized to be appropriated annually to each agency of the Government of the United States...on a showing of necessity or desirability, such sums as may be necessary to carry out this subchapter. The head of the agency concerned, out of the funds made available by the appropriation, shall -

- (1) furnish to each of these employees a uniform at a cost not to exceed \$400 a year (or such higher maximum amount as the Office of Personnel Management may establish under section 5902); or
- (2) pay to each of these employees an allowance for a uniform not to exceed \$400 a year (or such higher maximum amount as the Office of Personnel Management may establish under section 5902).

The allowance may be paid only at the times and in the amounts authorized by the regulations prescribed under section 5903 of this title..."

- 2) Title 5, United States Code, Section 5901(c) - Public Law 89-554 (1966), as amended by Public Law 90-83 (1967):

"An allowance paid under this section is not wages within the meaning of section 409 of title 42 or chapters 21 and 24 of title 26."

- 3) Title 5, United States Code, Section 5902 - Public Law 83-763 (1954), as amended by Public Law 101-509 (1990):

"The Office of Personnel Management may, from time to time, by regulation adjust the maximum amount for the cost of uniforms and the maximum allowance for uniforms under section 5901."

- 4) Title 5, United States Code, Section 5903 - Public Law 89-554 (1966), as amended by Public Law 101-509 (1990):

"The Office of Personnel Management may prescribe such regulations as it considers necessary for the administration of this subchapter."

b. Congressional Reports

- 1) Senate Report No. 1992 (1954), which repeats in substance the House Report on Public Law 83-763:

Funds will be paid "as prescribed by agency regulations, to each such (uniformed) employee for purchase and upkeep of uniforms."

The original report wording permitted use of funds for full payment of uniforms and for their upkeep.

- 2) Conference Report No. 2665 (1954):

Funds will be paid "to each such (uniformed) employee to defray the expense of acquiring (a) uniform...The conference substitute adopts the language of the Senate amendment, except (1) for deletion of a provision therein for use of uniform allowances for upkeep of uniforms and (2) addition of language giving the agency head discretion to furnish such uniforms out of funds appropriated therefor, in lieu of a cash allowance." [Emphasis added]

The conference report changed the wording to allow expenditure of funds only for defraying uniform costs and disallow their use for maintenance of uniforms.

c. Administrative and Legal Guidance

- 1) OMB Circular No. A-30 (1966):

The circular implements the provisions of the Federal Uniform Allowance Act (Public Law 89-554). It also establishes rules on allowances for temporary or substitute employees: "The amount payable to a temporary or substitute employee who is otherwise eligible for a uniform allowance shall be determined by adjusting the standard for an annual allowance to take account of any reduced requirements which result from the limited period and nature of employment."

The circular also established that the annual period to which the limitation of the uniform allowance ceiling applies for each employee begins with the date on which the employee first becomes eligible for a uniform or a uniform allowance under the act.

2) Comptroller General Decision B-166452 (1969):

The decision stems from a question which was raised regarding the legality of providing an employee who changed uniform classes with the full amount of the new allowance if the two together exceed the Congressionally specified annual ceiling - \$125 at that time, \$400 at present. The comptroller general held that "both the statute and (the section of Circular No. A-30 on annual allowances noted above) must be construed as contemplating that the employee will remain subject to substantially the same uniform requirements during the annual period to which the...limitation applies. To hold otherwise would, in our opinion, constitute an unreasonable and illogical construction of the statute and regulations." This has been interpreted by the solicitor to mean that the annual \$400 ceiling can not be exceeded except in situations where an employee completely changes uniform class, and these have been defined by the agency as changes from Class A dress to Class B field or vice versa. No other adjustments that exceed the ceiling are permitted, whether for seasonal changes, for changes within a class, or in instances when an employee's adjusted initial allowance and replacement allowance combine to total more than \$400.

3) Departmental Manual, Part 344 DM 1 - Financial Management:

Establishes standards and procedures for the payment of uniform allowances to employees under relevant laws and guidelines.

4) Departmental Manual, Part 370 DM - Addition to Federal Personnel Manual (FPM):

Establishes Department of Interior policy on eligibility and standards for granting uniform allowances to employees.

5) National Park Service Guideline, NPS-43 - Uniform Program Guideline:

Establishes National Park Service policies for the administration of the uniform program and standards for the proper wear of the uniform.

2-2. **Protective Clothing**

a. **Laws**

1) Title 5, United States Code, Section 7903 - Public Law 89-554 (1966):

"Appropriations available for the procurement of supplies and material or equipment are available for the purchase and maintenance of special clothing and equipment for the protection of personnel in the performance of their assigned tasks."

- 2) Title 29, United States Code, Section 668 - Public Law 91-596 (1970); Public Law 97-375 (1982):

"It shall be the responsibility of the head of each Federal agency to establish and maintain an effective and comprehensive occupational safety and health program...The head of each agency shall (after consultation with representatives of the employees thereof)...(2) acquire, maintain, and require the use of safety equipment, personal protective equipment, and devices reasonably necessary to protect employees..."

b. **Regulations**

- 1) 29 Code of Federal Regulations 1910.132 - 1910.136:

Establishes the general requirements for personal protective equipment and specific requirements for eye, face, respiratory, head and foot protection.

c. **Administrative and Legal Guidance**

- 1) Comptroller General Decision B-112031 (1952):

"Questions concerning the propriety of furnishing special clothing and equipment to civilian employees have been considered by this Office a number of times and it has been held that where such equipment is essential to the safe and successful accomplishment of the work involved and primarily for the benefit of the Government, payment may be made from appropriations otherwise available therefor; but that on the other hand, if the equipment be solely for the protection of the employee without resulting benefits to the Government, and such as the employee reasonably might be expected to furnish as a part of the official equipment of his position, appropriated funds would not be available for the purchase thereof."

- 2) Comptroller General Decision B-174629 (1972):

"(Even though not specifically mentioned in 29 CFR 1910.132a, protective) clothing could be administratively determined to be necessary because of a priority safety need established by the operation of the safety management program prescribed under section 19 of the Occupational Safety and Health Act of 1970, and Executive Order No. 11612. Accordingly, if the clothing and equipment in question has been or is administratively determined to be necessary", then payment may be made from government funds.

2-3. **Badge and Arrowhead Insignia**

a. **Statutes and Regulations**

- 1) Title 18, United States Code, Section 701 (1948):

"Whoever manufactures, sells, or possesses any badge, identification card, or other insignia, of the design prescribed by the head of any department or agency of the United States for use by any officer or employee thereof, or any colorable imitation thereof, or in any other manner makes or executes any engraving, photograph, print, or impression in the likeness of any such badge, identification card, or other insignia, or any colorable imitation thereof, except as authorized under regulations made pursuant to law, shall be fined not more than \$250 or imprisoned not more than six months, or both."

- 2) 36 Code of Federal Regulations, Part 11.1 - 11.3 (under authority of 16 United States Code, Section 3):

"The term 'Arrowhead Symbol,' as used in this part, refers to the insignia of the National Park Service prescribed as its official symbol...

"The term 'commercial use' as used in the regulations of this part refers to use of (the symbol) on souvenirs or other items of merchandise presented for sale to the public by private enterprise operating either within or outside of areas of the National Park System."

"The Director may permit the reproduction, manufacture, sale, and use of the (symbol), with or without charge, for uses that will contribute to purposes of education and conservation as they relate to the program of the National Park Service. All other uses are prohibited."

"Permission granted under this part by the Director may be rescinded by him at any time upon a finding that the use of the (symbol) is injurious to their integrity or inconsistent with the purposes of the National Park Service in the fields of conservation and recreation, or for disregard of any limitations or terms contained in the permits."

CHAPTER 3 - PROGRAM STRUCTURE

3-1. Uniform Allowance System

Uniform allowances were specifically authorized by Congress by Public Law 83-763, passed in September of 1954. The law allowed agencies to provide employees with up to \$125 per year to defray the cost of procuring uniforms. Public Law 94-458, which passed in October of 1976, authorized a \$400 annual ceiling for National Park Service uniformed employees. Other agencies successfully sought similar legislation in subsequent years. In 1990, Congress raised the annual allowance ceiling to \$400 for all non-military agencies.

Until the late 1970's, the National Park Service provided its uniformed employees with a cash stipend for uniforms. Problems arose regarding use of these funds for the designated purpose, so a voucher system was implemented in which employees received credit for uniform components from a uniform contractor up to a specified limit. The contractor then bills the agency for reimbursement, and is paid under the progress payment system. Funding for the uniform allowance system comes from the parks and is based on their employees' previous fiscal year's uniform allowance expenditures. Funds for the program are withdrawn annually from each region's initial allotment; some regions in turn withdraw funds from park allotments.

Uniformed employees who are authorized to wear the uniform receive an initial uniform allowance according to their employment status (seasonal, permanent or intermittent) and the primary work they perform. Replacement allowances are prorated according to the number of periods worked in the fiscal year. Special allowances for appropriate uniform components are provided to lifeguards and to pregnant employees.

3-2. Uniform Program

The National Park Service uniform program typically provides uniforms to approximately 14,000 permanent and seasonal rangers, administrators and maintenance employees. In a representative recent year, they submitted 32,000 orders for 149,000 items and spent about \$3,100,000 in uniform allowance funds and another \$300,000 in personal funds.

The uniform program is overseen by a program manager in the Division of Ranger Activities in the Washington Office. Each region also has a uniform coordinator. The program manager, regional coordinators, and designated ad hoc members comprise the Servicewide uniform committee, which reviews and recommends changes in the Servicewide uniform program to the Directorate.

Each park has a uniform coordinator who is responsible for administering the program for the park's employees. Most parks also have a uniform committee which reviews and recommends changes in the park's uniform program.

3-3. Uniform Contract

Uniform items are provided to employees by a company under contract with the National Park Service. The contract is negotiated and is for one year, with four, one-year-long options for extension. Unless the contractor proves seriously deficient, the contract is therefore in effect for five years. At the end of each cycle, the agency prepares a request for proposals (RFP), which is a solicitation for bids for the succeeding contract. Prospective vendors submit proposals which are evaluated for pricing and technical merit. Following the evaluation and negotiations with bidders, the contract is awarded.

The contract is administered by the contracting officer in the Washington Office. The contracting officer's technical representative (COTR) manages the contract on a daily basis, initiates most contract actions, and provides the contracting officer with guidance on technical aspects of the contract and on issues pertaining to contract performance. The COTR for the National Park Service is also the Servicewide program manager.

The U.S. Army Corps of Engineers and U.S. Fish and Wildlife Service are also covered by the uniform contract. These two agencies joined the National Park Service on the contract because of similarities in their uniform components and an interest in facilitating contract administration. Each agency has a COTR who reports to the National Park Service contracting officer.

The contractor procures and distributes uniforms from a central facility but does not manufacture any of the components carried under the contract. Components are provided from approximately 35 subcontractors.

The contract is the instrument which governs all aspects of the Service's relations with the contractor. It is accordingly important that employees understand certain principles pertaining to the contract.

- The agency, not the contractor, makes all determinations regarding what components will be carried in the program. The design and materials for each component are stipulated in detailed specifications. Requests for introduction of new items into the program or changes in existing items must come from the Service.
 - The contractor is paid under the progress payment system. Under this system, the Service owns 80% of the inventory. As sales are made, the contractor is paid the remaining 20%, including a specified profit.
 - The base price for each component is established at the time the contract is awarded.
- Increases are determined by the Producer Price Index (PPI), as established by the Bureau of Labor Statistics. The contractor is permitted an annual adjustment based on the PPI for the previous year. Under no circumstances, however, may annual adjustments exceed 10%.
- The contractor is allowed ten working days from date of receipt of an order form to date of shipment to complete all orders or notify the ordering individual that an item is on backorder. Backorders for temporarily out-of-stock items and orders for non-standard sizes are exempt. Requests for exchanges and refunds must also be processed within ten working days from the date the return shipment is received.

CHAPTER 4 - ROLES AND RESPONSIBILITIES

4-1. **Employees**

Proper wear of the uniform and conduct while in uniform are conditions of employment for all uniformed employees. Employees are responsible for having all required uniform items, for wearing them according to approved standards, and for maintaining high levels of personal appearance and conduct while in uniform.

4-2. **Supervisors**

Supervisors are the key to the success of the National Park Service uniform program. They are responsible for ensuring compliance with this guideline, regularly evaluating subordinates, providing counseling or recommending actions for violation of uniform standards, and setting an example through their own appearance in uniform.

Although proper wear of the uniform is a condition of employment for all employees, it shall be a performance standard for supervisors, who will be evaluated on their employees' compliance with appearance and conduct standards.

4-3. **Managers**

a. **Director**

The Director of the National Park Service establishes and/or approves Servicewide uniform program policies and standards.

b. **Associate Director, Operations**

The Associate Director, Operations, in the Washington Office, acting through the Division of Ranger Activities, oversees the National Park Service uniform program, the development of policies and standards for the Director's review, and the administration of the uniform contract.

c. **Regional Directors**

Regional Directors are responsible for ensuring compliance with the Service's uniform standards and administering the uniform program for their regions through superintendents and in consultation with regional uniform coordinators.

d. **Superintendents**

Superintendents administer the uniform program within their areas, and are responsible for developing and communicating local uniform and appearance standards in accordance with this guideline, determining who will wear the uniform and what uniform will be worn, and enforcing uniform and appearance standards. Superintendents should have performance standards whereby they can be evaluated on their employees' compliance with appearance and conduct standards.

4-4. **Uniform Committees**

a. **Servicewide Uniform Committee**

The Servicewide uniform committee is comprised of eleven standing members - the Servicewide uniform coordinator and ten regional uniform coordinators - and ad hoc members designated by the Servicewide uniform coordinator in concordance with the committee. The committee is chaired by the Servicewide uniform coordinator or by a regional coordinator selected by the Servicewide coordinator, approved by the committee and endorsed by the coordinator's Regional Director. The committee will meet annually to review all pending changes to the guideline and all recommendations for new or revised uniform components.

The Servicewide uniform coordinator, with the committee's endorsement, will appoint special work groups, as appropriate, to represent communities of interest based on work activities, climate or other criteria. These groups, whose tenure will vary according to the project or issue at hand, will provide guidance to the committee on issues pertinent to that community.

The Servicewide uniform committee:

- 1) suggests or reviews proposed changes to uniform program policies and procedures;
- 2) evaluates proposals for new or revised uniform components; and
- 3) forwards recommendations in either area to the Directorate for review and action.

b. **Park Uniform Committee**

Park uniform committees should be comprised of representatives from each uniformed division. Parks are not required to have uniform committees, but each must have a designated uniform coordinator and/or uniform program administrator. The committee:

- 1) reviews park uniform policies and recommend changes to the superintendent;
- 2) resolves internal administrative problems; and
- 3) reviews and comments on suggestions for Servicewide program changes.

4-5. **Program Coordinators and Administrators**

a. **Servicewide Uniform Coordinator**

The Servicewide uniform coordinator:

- 1) coordinates all matters pertaining to uniforms, standards, problems, and related issues;
- 2) prepares and disseminates directives, program updates, instructions, and other communications relating to Servicewide uniform matters;
- 3) prepares and disseminates the Servicewide uniform guideline and all changes thereto;
- 4) evaluates problems, recommendations and other issues and advises the Directorate on appropriate actions;
- 5) serves as the contracting officer's representative for the uniform contract;
- 6) reviews and approves uniform component specifications; and
- 7) ensures compliance on matters pertaining to the uniform program and uniform allowance system through established channels.

b. **Regional Uniform Coordinator**

The regional uniform coordinator will be an employee in a regional division representing a uniformed field division, i.e. protection, interpretation, maintenance, etc. The regional uniform coordinator:

- 1) serves on the Servicewide uniform committee;
- 2) serves as liaison between the field and the Servicewide uniform coordinator on all issues pertaining to the uniform program;
- 3) works with the contractor to resolve problems with field areas that can not be remedied at the park level;
- 4) reviews problems and suggestions made by the field and takes appropriate action on them according to procedures outlined in this guideline;
- 5) promptly disseminates program memoranda and other information to all field areas;
- 6) advises and assists superintendents on issues pertaining to compliance with program;
- 7) ensures that property management responsibilities outlined in this guideline are met by the parks.

and

c. **Park Uniform Coordinator**

Parks should have at least one uniform coordinator. The park uniform coordinator:

- 1) serves as the primary repository for information on the programmatic portions of the uniform guideline and advises the superintendent and his or her staff on those aspects of its contents;
- 2) serves as liaison between the regional coordinator and the park on all matters pertaining to the uniform program other than administrative matters;
- 3) serves on the park uniform committee, or, in situations where a park committee has not been established, assumes that committee's role;
- 4) advises the superintendent on matters pertaining to uniform policies and procedures; and
- 5) maintains a liaison with the park uniform program administrator and assures that program information is shared and that actions are jointly agreed upon.

d. **Park Uniform Program Administrators**

Parks should have one uniform program administrator, but may have more than one when geographic or other circumstances warrant. In situations where there is more than one administrator, their activities should be closely coordinated. Since almost all aspects of the uniform program are structured with the organization code as the basic administrative unit, parks with more than one program administrator should assign additional administrators to specific org codes.

The park uniform program administrator:

- 1) serves as the primary repository for information on the administrative portions of the uniform guideline and advises the superintendent and his or her staff on those aspects of its substance and contents;
- 2) ensures that all reports, orders, authorizations and allowances are accurate;
- 3) assures that employees are informed about and comply with procedures for acquiring allowances, making orders and returns, meeting closeout requirements, and conforming with all other administrative aspects of this guideline;
- 4) promptly distributes forms, catalogues and memoranda pertaining to the uniform program to employees;
- 5) assures that uniform allowance authorizations are completed and informational packets for new and seasonal employees are sent expeditiously;

- 6) coordinates uniform program activities with the park uniform coordinator or uniform committee chairperson;
- 7) resolves ordering problems with the contractor;
- 8) forwards problems that can't be resolved to the regional uniform coordinator according to procedures outlined in this guideline;
- 9) serves as a member of the park uniform committee in those parks having such committees; and
- 10) maintains a liaison with the park uniform coordinator and/or uniform committee chairperson and assures that program information is shared and that actions are jointly agreed upon.

4-6. **Uniform Contractor**

a. **Contractor Customer Service Representative**

Customer service representatives are the primary point of contact at the contractor's facilities for park administrators. The service representative:

- 1) reviews uniform allowance authorizations, order forms and consolidated uniform allowance reports for accuracy and enters information into the contractor's computer system;
- 2) provides park administrators with employee uniform histories and other data retrievable from the contractors' computer system;
- 3) provides guidance on fundamentals of the uniform allowance system, but does not interpret National Park Service uniform program administrative or other policies;
- 4) resolves ordering problems with park administrators;
- 5) brings problems that can't be resolved or questions regarding interpretation of NPS policies to the attention of the contractor's government contracts specialist.

CHAPTER 5 - GUIDELINES

5-1. Servicewide Uniform Guideline

a. **Purpose**

NPS-43, the Servicewide uniform guideline, implements the policies of the Director on the use and wear of the uniform and the administration of the uniform program.

b. **Revisions**

This guideline will be reviewed biennially and revisions will be made as necessary. Recommendations for changes in the uniform guideline are welcome, but must be submitted according to the procedures outlined in Chapter 20. Proposals which are incomplete or do not follow those procedures will not be accepted for final review.

5-2. Park Uniform Standards

a. **Purpose**

Park uniform standards are required for each area. These standards specify which of the uniform options authorized by this guideline will apply in a park. Where local options are authorized, superintendents will work to assure uniformity within their areas. Where there is a question as to which class of uniform or options to choose, the rule should be to dress up, not down. Departures from the guideline must be approved by Regional Directors.

b. **Contents**

Park standards should be brief and should not simply echo or recapitulate NPS-43. The contents will be in the following format. A sample appears in Exhibit 1 at the end of this chapter.

1) Authorized Wear

- The employees who will wear the uniform by division and position.
- The uniform classes which are authorized for specified groups or individual employees.

2) Authorized Items

- The uniform items in each class which are authorized for wear in the park. Efforts should be made to minimize the number of required items, particularly for seasonals, in order to diminish out-of-pocket expenses in excess of authorized uniform allowances.

3) Special Uniforms

- The special uniforms which are authorized for wear in the park.
- The employees who are authorized to wear them by division and position.
- The components which are approved for each special uniform category.
- The use of personal protective equipment (PPE) as special uniform components.

4) Designated Uniforms

- The procedures which will be employed to determine seasonal changes.
- The circumstances when particular uniforms will or will not be worn.

5) Personal Appearance Standards

- Authorized local variations on the personal appearance standards found in Chapter 10.

c. **Revisions**

The standards should be reviewed annually by either the park uniform committee or uniform coordinator. Recommendations for changes should be solicited from employees and reviewed by the coordinator or committee. Those which are endorsed should then be forwarded to the superintendent with supporting justifications. Variations must be approved by Regional Directors.

CHAPTER 6 - GENERAL STANDARDS

6-1. **Designation of Uniformed Employees**

a. **General**

1) Authorized Wear

Only National Park Service employees are authorized to wear the uniform. The following criteria are to be utilized to determine who in general should wear the uniform:

- Employees who have regular and recurring contact with the public in the performance of their duties.
- Employees who have duties of any kind that require clear identification with the National Park Service.
- Employees who represent the Service outside the park in interpretive, informational or recruitment activities.
- Program coordinators in central offices who are in regular contact with uniformed employees in the field.

In addition, managers should consider putting employees in uniform in those circumstances where it is important for morale, team building and esprit de corps.

2) Unauthorized Wear

Persons who are not employed by the National Park Service are not allowed to wear any part of the official NPS uniform or to dress in a manner that attempts to duplicate the appearance of an NPS uniform. Included in this category are:

- Volunteers in parks.
- Members of natural history, cooperating or conservation associations, including the Student Conservation Association.
- Members of Job Corps, YCC or other work projects.
- Student interns or students or faculty of cooperative park study units (CPSUs).
- Concession employees.

b. **Designation by Area and Function**

The following criteria, in conjunction with those found above in 6-1(a)(1), are to be employed to determine who should and should not wear the uniform by area and function and who should make the final determination of who will be designated to wear the uniform:

- 1) Directorate
 - The Director designates who will wear the uniform, or may delegate this authority to the Associate Director, Operations.
 - The Director, Deputy Director, Associate Directors, Regional Directors and Center Managers may and are encouraged to wear the Class A Formal uniform in public ceremonies, formal events and at similar activities with high public visibility. Routine wear of the Class A Service uniform is discretionary.
- 2) Washington Office and Regional Offices
 - The Director and Regional Directors designate who will wear the uniform in those offices, or may delegate this authority to their respective Associate for Operations.
 - Division chiefs and program coordinators in maintenance, interpretation, visitor protection and resource management and public information officers should wear the Class A Service uniform. Employees in offices that do not have regular contact with uniformed employees should not be in uniform.
- 3) Centers
 - The Center Manager or Superintendent designates who will wear the uniform.
 - All staff instructors at Albright and Mather Employee Development Centers and the Federal Law Enforcement Training Center should wear the Class A Service uniform. Employees at Denver Service Center and Harpers Ferry Center and other professional centers should not routinely wear the uniform.
- 4) Parks and Areas
 - The Superintendent or Area Manager designates who will wear the uniform.
 - The Superintendent, division chiefs, supervisors of uniformed employees and all employees meeting the criteria in 6-1(a)(1).

6-2. Uniform Ownership and Use

a. **Ownership**

- 1) Uniform items purchased with either uniform allowances or personal funds become the property of the employee once they are in the employee's possession. After they are shipped and until the employee receives the uniform items and signs the enclosed packing slip, the components are the property of the government and under the administrative control of the receiving park or area as accountable property.
- 2) Employees may not acquire uniform components for any other person with either their uniform allowance or personal funds.
- 3) Personal protective equipment and clothing, special uniform items, and other items purchased with government funds are government property and must be handled in accordance with Federal and Department of Interior property management regulations, the Property Management Guideline (NPS-44), and the Loss Control Management Guideline (NPS-50).
- 4) The arrowhead and badge symbols are the property of the Federal government and their use is restricted to official activities. Employees and former employees may wear uniform components while not at work, but may not wear components bearing either the arrowhead or badge unless the arrowhead or badge is removed.

b. **Obsolete Uniform Components**

- 1) Employees will be allowed to wear discontinued uniform components for reasonable periods of time following the component's removal from the program. Dates after which such components may no longer be worn will be established for those items which have been significantly changed. Components whose specifications have not been changed significantly may be worn for the life of the item. The program manager in consultation with management and the Servicewide uniform committee will determine which items will be formally terminated and the dates of their obsolescence. Components and dates will be published as periodic addendums to this guideline.
- 2) The following items will become obsolete on the referenced dates:

Mesh ball caps without full front panel	January 1, 1993
Stormshed overshell	January 1, 1993
Sportscaster parka	January 1, 1993
Alvord and Ferguson shirt jacket	January 1, 1993
Hat bands with silver cones	January 1, 1993
Orange lined raincoats	January 1, 1994
Light grey, acrylic, button sweater	January 1, 1994
Light green, hooded nylon windbreaker	January 1, 1994
Three button, single pleat dress coats	January 1, 1994

6-3. **General Rules for Uniform Wear**

a. **Seasons and Transitions**

- 1) Where appropriate, parks will have defined summer and winter seasons. A single uniform is acceptable for year-round wear in areas where climate so dictates.
- 2) Transition periods will be designated by the superintendent during which either the summer or winter uniform will be permitted. Concerted efforts will be made to assure that all members within an operating unit, such as a division, crew, shift, facility, or climatic area, wear a single standard uniform during the transition period.
- 3) During winter and summer seasons, superintendents may approve exemptions for the wearing of uniforms from the alternative season where need dictates as long as consistency is assured within the operating unit.
- 4) Uniform consistency is required at all public events. The person exercising general oversight for the event will designate which uniform will be worn for the event as far ahead of time as possible. Field supervisors are responsible for assuring maximum uniform consistency among participating employees (see 11-2(a)).

b. **Non-Uniform Items**

- 1) Except as specified in this guideline, non-uniform items may not be worn with uniform components. Mixes of uniform and civilian clothes are specifically prohibited.
- 2) Ornaments, herein defined as pins, badges, insignia, ribbons, decorations, pin-on jewelry and similar devices, may not be worn on the uniform. There are no exceptions to this policy. Although union pins were previously permitted for employees belonging to officially recognized, certified, exclusive bargaining units, the U.S. Court of Appeals has since ruled that a policy that bans on-duty employees from wearing union pins on their uniforms does not violate free speech rights of union employees.

c. **Appearance in Uniform**

Although Chapter 9 provides specific wear standards for each uniform component, certain rules apply to overall appearance.

- 1) All uniforms must meet the following minimal standards:
 - They must not be frayed. Particular attention should be paid to collar points and cuffs.
 - They must be free of excessive wear, including worn areas, shiny spots, and holes.
 - They must be free of offensive odor.
 - They must be clean and free of spots, stains, soil or any other foreign substance.
 - They must not be faded. Fading has occurred if an uniform item is noticeably lighter in coloration than a comparable new item.
 - They must be free from pilling, i.e. when small balls of material appear on the exterior of worn clothing.
- 2) Particular attention must be taken to assure that Class A Formal and Service uniforms are clean and neatly pressed.
- 3) Dress coats must not be excessively tight. They should ride freely up and down the wearer's torso when his or her arms are raised and lowered.
- 4) Jeans and trousers should be ordered in (or altered to) sizes which prevent excessive tightness at any point.
- 5) Formal and Service shirts should be bloused, a process whereby the shirt is gathered at the sides or in back and tucked in so that the front is smooth. A straight line should be maintained through the shirt buttons, belt buckle and fly on Class A Formal, Semi-Formal and Service uniforms.
- 6) Pants and shirt pockets should be free of bulges. Items in shirt and pants pockets should not stick out, be readily apparent, be more than a half inch thick or distract from uniform appearance.
- 7) T-shirts must never be visible under shirts. Colored and patterned T-shirts are not permitted.
- 8) Class A uniforms are incomplete without badges. Each employee will be issued a minimum of two badges - one for the uniform shirt, one for jackets and outer wear. Normally, three badges will be issued in order to provide employees with sufficient flexibility in changing uniforms.
- 9) Sunglasses may be worn with uniforms, but sunglasses which are dark enough to make it difficult or impossible to see the employee's eyes should be worn in visitor contact situations when absolutely necessary. Mirrored sunglasses are prohibited. Sunglass rims must be in conservative colors, such as grey, black or brown; bright or neon colors are prohibited.

6-4. **Exemptions from Standards**

- 1) Individual exemptions from the uniform or personal appearance standards established in this guideline may be granted on a case-by-case basis. Blanket exemptions are prohibited.
- 2) Requests for exemptions for medical reasons must be in writing, must contain explicit information on the medical condition and its correlation with the uniform or appearance standard, and must be signed by a doctor with professional expertise on the stated problem. Managers or supervisors who dispute claims may require employees seeking exemptions to undergo examinations by other doctors with professional expertise on the stated problem. If the findings of subsequent examinations conflict with the justification provided in the original request, the case will be reviewed by park and/or regional employee relations specialists and a decision on appropriate action will be made.
- 3) Requests for exemptions for religious or other reasons will be submitted to the park or regional employee relations specialist for review and decision.

CHAPTER 7 - UNIFORM CLASS AND COMPONENT STANDARDS

7-1. **General**

The system of uniform classes and categories has been revised to delineate among different uniform groupings according to function and thereby provide discrete uniforms for particular types of work. This system has been adapted from that employed by the United States Army, and also specifies authorized wearers, appropriate uses, occasions for wear, and components. The intent is to provide managers with a tool to readily identify the right uniform for the task at hand and to provide uniformed employees with clearer guidance on which components should be worn for those tasks. The terms employed to describe both classes and categories are in no way intended to suggest or describe the full scope of tasks that may be employed while wearing a given uniform, nor are they meant in any way to imply differences in employee status. Their purpose is primarily to facilitate and simplify administration of a complex uniform program with many closely interlinked facets.

Although explained in detail in subsequent sections, the following summary provides a brief overview of the system structure and each uniform category:

Class	Use	Components
A - Formal	Formal ceremonies and events	Dress coat, dress shirt, dress topcoat, shoes and ranger hat
A - Semi-Formal	Daily wear by managers; field wear, high visibility sites	Replaces dress shirt with tropical shirt; adds sweater
A - Service	Public contact positions	Standard field dress uniform
A - Field	Public contact positions where environmental conditions dictate more practical uniform	Deletes Service pants, jacket, dress shoes; adds jeans, twill trousers, work boots, shorts, coveralls, boat shoes; keeps ranger hats, ties
A - Work	Work projects, backcountry use	Deletes ranger hats, ties; adds turtlenecks, ball caps
B - Service	Supervisors of employees in Class B Work uniforms	Includes tie, uniform insignia
B - Work	Maintenance, some resource management work	Adds turtlenecks and shorts

7-2. **Class A Formal**

a. **Use**

The Class A Formal uniform is the Service's highest dress uniform and has been created to provide a uniform for managers, administrators and other employees who attend formal ceremonies and events in which they are highly visible as representatives of the National Park Service. The Class A Formal uniform is not to be worn routinely in either the office or the field. It is reserved for wear at formal events and ceremonies.

b. **Authorization for Wear**

This uniform is authorized for wear by members of the Directorate, superintendents, central office staffs, and any employee representing the agency in formal events as defined below.

c. **Occasions for Wear**

Formal ceremonies and events, including media appearances, VIP visits, dedication ceremonies, and testimony before legislative bodies or elected officials.

d. **Components**

The primary and most distinctive components of this uniform are the dress coat, dress shirt and dress topcoat. Shoes are authorized, but not boots. Only the topcoat is permitted for as outerwear.

e. **General Rules for Wear**

- The uniform should always be clean and pressed, and should be worn with the carriage and bearing befitting the Service's most formal uniform.
- The ranger hat must be worn with the uniform when outdoors.
- The coat must be worn with the uniform when in public.
- The winter coat must be worn with the winter pants, and the summer coat with the summer pants.

Class A Formal

	<u>Winter</u>	<u>Summer</u>
Outerwear	Dress topcoat	Dress topcoat
Dress Coat	Elastique dress coat	Tropical dress coat
Pants	Elastique trousers	Tropical trousers
Shirt	Long-sleeve dress shirt	Long-sleeve dress shirt
	-	Short-sleeve dress shirt
Skirt	Elastique skirt	Tropical skirt
Hat	Felt ranger hat	Straw ranger hat
	Hat band	Hat band
	Translucent rain cover	Translucent rain cover
Ties	All ties	All ties
Gloves	Deerskin gloves	Deerskin gloves
Belt	Dress belt	Dress belt
Shoes/Socks	Dress sock	Dress sock
	Low quarter dress shoe	Low quarter dress shoe
	Women's dress shoe	Women's dress shoe
Accessories	Name tag	Name tag
	Tie tack	Tie tack
	Badge	Badge
	USNPS insignia	USNPS insignia

7-3. **Class A Semi-Formal**

a. **Use**

This uniform has two primary functions - it provides managers with a semi-formal dress uniform for daily wear which is analagous to a civilian business suit and it provides field employees in high visibility locations with a uniform which is dressier than the Class A Service uniform.

b. **Authorization for Wear**

This uniform is authorized for wear by members of the Directorate, central office staffs, superintendents, divisions chiefs, public information officers, and some interpretive rangers. This uniform is not normally authorized for seasonals because of its cost.

c. **Occasions for Wear**

Daily wear for managers and staff and, when approved by superintendents, for interpretive rangers who work primarily indoors in areas which are considered national shrines. Examples: Presentation of interpretive programs at areas such as Independence and the Statue of Liberty.

d. **Components**

This uniform is similar to Class A Formal. The primary distinctions are that the dress shirts are replaced by the long-sleeve tropical shirt, that the zip-front sweater is authorized for office wear, and that Wellington boots are approved as foot wear. Only the topcoat is permitted as outerwear.

e. **General Rules for Wear**

- The ranger hat must be worn with the uniform when outdoors.
- The winter coat must be worn with the winter pants, and the summer coat with the summer pants.

Class A Semi-Formal

	<u>Winter</u>	<u>Summer</u>
Outerwear	Dress topcoat	Dress topcoat
Dress Coat	Elastique dress coat	Tropical dress coat
Pants	Elastique trousers	Tropical trousers
Shirt	Tropical long-sleeve shirt	Tropical long-sleeve shirt
Skirt	Elastique skirt	Tropical skirt
Sweater	Zip-front sweater	Zip-front sweater
Hat	Felt ranger hat	Straw ranger hat
	Hat band	Hat band
	Chin strap	Chin strap
	Translucent rain cover	Translucent rain cover
Ties	All ties	All ties
Gloves	Deerskin gloves	Deerskin gloves
Belt	Dress belt	Dress belt
Shoes/Socks	Dress sock	Dress sock
	Low quarter dress shoe	Low quarter dress shoe
	Women's dress shoe	Women's dress shoe
	Wellington boot	Wellington boot
Accessories	Name tag	Name tag
	Tie tack	Tie tack
	Badge	Badge
	USNPS insignia	USNPS insignia

7-4. **Class A Service**

a. **Use**

The Class A Service uniform is the uniform worn by employees in public contact positions and other persons stipulated under 6-1(b).

b. **Authorization for Wear**

The uniform is authorized for wear by superintendents, division chiefs, managers, GS maintenance managers, supervisors of uniformed Class A employees, and all other non-maintenance uniformed employees.

c. **Occasions for Wear**

Routine, daily activities involving a high degree of public contact or supervision of employees in public contact. Examples: Operation of visitor centers, campgrounds, entrance stations and other visitor facilities; presentation of interpretive programs; frontcountry patrol by foot, vehicle and horse.

d. **Components**

This uniform is built around the tropical long- and short-sleeved shirts and the service dress jacket. Almost all external garments and footwear are approved for this category. Turtlenecks are specifically excluded.

e. **General Rules for Wear**

- The ranger hat is worn wherever possible. Ranger hats with covers are normally worn in rain and snow. Hoods, knit hats and other foul weather head gear are worn only when circumstances dictate.
- Although poplin shirts are approved for this category, tropical short-sleeve shirts are preferred and should be utilized wherever possible.
- The vest is only worn under a coat - never, under any circumstances, as an external garment.
- The zip-front sweater is only worn indoors.

Class A Service

	<u>Winter</u>	<u>Summer</u>
Outerwear	Hip length parka Waist length parka Overshell Insulated hood Uninsulated hood Windbreaker Rain/wind pants Raincoat	Hip length parka Waist length parka Overshell Insulated hood Uninsulated hood Windbreaker Rain/wind pants Raincoat
Layering	Vest	Vest
Dress Coat	Elastique dress service jacket	-
Pants	Elastique trousers	Tropical trousers
Shirts	Tropical long-sleeve shirt -	Tropical short-sleeve shirt Poplin short-sleeve shirt
Skirt	Elastique skirt	Tropical skirt
Sweaters	Zip-front sweater Pullover sweater	Zip-front sweater Pullover sweater
Hats	Felt ranger hat Hat band Chin strap Translucent rain cover Wool ski cap Acrylic ski cap Trooper cap	Straw ranger hat Hat band Chin strap Translucent rain cover Wool ski cap Acrylic ski cap -
Ties	All ties	-
Gloves	Deerskin gloves Cowhide gloves	Deerskin gloves Cowhide gloves
Belts	Dress belt Heavy duty dress belt	Dress belt Heavy duty dress belt
Shoes/Socks	All socks Low quarter dress shoe Lightweight walker shoe Women's dress shoe Wellington boot Hiker boot	All socks Low quarter dress shoe Lightweight walker shoe Women's dress shoe Wellington boot Hiker boot
Accessories	All name tags and name bars Badge Tie tack USNPS insignia	All name tags and name bars Badge - -

7-5. **Class A Field**

a. **Use**

The Class A Field uniform is worn by Class A uniformed employees engaged in visitor contact activities in situations where the Class A Service uniform would be impractical or inappropriate due to climate, terrain or safety factors. Superintendents should require the more formal Class A Service uniform when circumstances permit.

b. **Authorization for Wear**

The uniform is authorized for wear by superintendents, division chiefs, managers, supervisors of Class A uniformed employees, and all other non-maintenance uniformed employees.

c. **Occasions for Wear**

Routine, daily activities involving a high degree of public contact or supervision of employees in public contact in which the wearer is subject to adverse environmental conditions. Examples: Outdoor activities in foul weather; interpretive walks on unsurfaced trails; frontcountry patrols in mixed environments, including roads, trails, and open ground; resource management activities in areas highly visible to the public.

d. **Components**

This uniform deletes the Class A Service pants, jackets and dress shoes, and adds jeans, twill work trousers and work boots in their stead. Other items included in this category are shorts, coveralls, and boat shoes. Ranger hats and ties are retained.

e. **General Rules for Wear**

- Boat shoes are incompatible with ranger hats and must not be worn with them. Boat shoes are worn only when the assigned duties include boating activities.

Class A Field

	<u>Winter</u>	<u>Summer</u>
Outerwear	Hip length parka Waist length parka Overshell Insulated Hood Uninsulated Hood Windbreaker Rain/wind pants Raincoat All coveralls Twill work jacket Twill work jacket liner Gaiters	Hip length parka Waist length parka Overshell Insulated hood Uninsulated hood Windbreaker Rain/wind pants Raincoat All coveralls Twill work jacket Twill work jacket liner -
Layering	Vest Polyester/cotton turtleneck Polypropylene turtleneck	Vest -
Pants/Shorts	Twill work trouser	Twill work trouser
Pants	Elastique trousers Jeans -	- Jeans Shorts
Shirts	Tropical long-sleeve shirt -	Tropical short-sleeve shirt Poplin short-sleeve shirt
Sweaters	Pullover sweater	Pullover sweater
Hats	Felt ranger hat Hat band Chin strap Wool ski cap Acrylic ski cap Translucent rain cover Trooper cap	Straw ranger hat Hat band Chin strap Wool ski cap Acrylic ski cap Translucent rain cover -
Ties	All ties	-
Gloves	Deerskin gloves Cowhide gloves	Deerskin gloves Cowhide gloves
Belts	Dress belt Heavy duty dress belt	Dress belt Heavy duty dress belt
Shoes/Socks	All socks Lightweight walker shoe All boots Boat shoe	All socks Lightweight walker shoe All boots Boat shoe
Accessories	All name tags and name bars Badge USNPS insignia Tie tack	All name tags and name bars Badge USNPS insignia -

7-6. **Class A Work**

a. **Use**

The Class A Work uniform is worn by Class A uniformed employees engaged in planned - not incidental - work projects and backcountry operations when warranted by environmental and working conditions.

b. **Authorization for Wear**

The uniform is authorized for wear by superintendents, division chiefs, managers, supervisors of uniformed employees, and all other non-maintenance uniformed employees.

c. **Occasions for Wear**

Routine, low visitor contact work and patrol activities. Examples: Wilderness, backcountry, boundary, ski and boat patrols; overnight guided hikes; resource management activities in areas generally not visible to the public.

d. **Components**

This is the least formal and most work-oriented Class A uniform category. Turtlenecks, the balaclava and work (ball) caps are added to the Field uniform; ranger hats and ties are deleted.

e. **General Rules for Wear**

- The vest may be worn as an external garment only when employees are almost wholly away from the public.

Class A Work

	<u>Winter</u>	<u>Summer</u>
Outerwear	Hip length parka Waist length parka Overshell Insulated hood Uninsulated hood Windbreaker Rain/wind pants All coveralls Twill work jacket Twill work jacket liner Gaiters	Hip length parka Waist length parka Overshell Insulated hood Uninsulated hood Windbreaker Rain/wind pants All coveralls Twill work jacket Twill work jacket liner -
Layering	Vest Polyester/cotton turtleneck Polypropylene turtleneck	Vest -
Pants/Shorts	Twill work trouser Jeans -	Twill work trouser Jeans Shorts
Shirts	Tropical long-sleeve shirt -	Tropical short-sleeve shirt Poplin short-sleeve shirt
Sweaters	Pullover sweater	Pullover sweater
Hats	Embroidered mesh work cap Embroidered twill work cap Balaclava Trooper cap Acrylic ski cap Wool ski cap	Embroidered mesh work cap Embroidered twill work cap - - Acrylic ski cap Wool ski cap
Gloves	Cowhide gloves	Cowhide gloves
Belts	Dress belt Heavy duty dress belt	Dress belt Heavy duty dress belt
Shoes/Socks	All socks Lightweight walker shoe All boots Boat shoe	All socks Lightweight walker shoe All boots Boat shoe
Accessories	All name tags and name bars Badge USNPS insignia	All name tags and name bars Badge USNPS insignia

7-7. **Class B Service**

a. **Use**

The Class B Service uniform is worn by supervisors of employees wearing Class B Work uniforms.

b. **Authorization for Wear**

All wage supervisors (WS) and wage leaders (WL).

c. **Occasions for Wear**

Routine, daily activities while working in a supervisory or managerial capacity.

d. **Components**

The uniform is essentially the same as the Class B Work uniform except for the addition of collar insignia and a metal name tag on the jacket and a tie when wearing the long-sleeve shirt.

e. **General Rules for Wear**

- The USNPS insignia must be worn on the lapels of the work jacket.

Class B Service

	<u>Winter</u>	<u>Summer</u>
Outerwear	Hip length parka Waist length parka Overshell Insulated hood Uninsulated hood Raincoat Windbreaker Rain/wind pants All coveralls Twill work jacket Twill work jacket liner	Hip length parka Waist length parka Overshell Insulated hood Uninsulated hood Raincoat Windbreaker Rain/wind pants All coveralls Twill work jacket Twill work jacket liner
Layering	Vest	Vest
Pants	Twill work trouser Jeans	Twill work trouser Jeans
Shirts	Twill long sleeve shirt -	Twill long sleeve shirt Poplin short-sleeve shirt
Sweaters	Zip-front sweater	Zip-front sweater
Hats	Embroidered mesh work cap Embroidered twill work cap Trooper cap - Acrylic ski cap Wool ski cap	Embroidered mesh work cap Embroidered twill work cap - Summer straw hat Acrylic ski cap Wool ski cap
Ties	Clip-on tie Cross tie	- -
Gloves	Cowhide gloves Deerskin gloves	Cowhide gloves Deerskin gloves
Belts	Dress belt Heavy duty dress belt	Dress belt Heavy duty dress belt
Shoes/Socks	All socks Lightweight walker shoe All boots Boat shoe	All socks Lightweight walker shoe All boots Boat shoe
Accessories	All name tags and name bars USNPS insignia Tie tack	All name tags and name bars USNPS insignia -

7-8. **Class B Work**

a. **Use**

The Class B Work uniform is the uniform worn by employees in field, non-supervisory maintenance positions and by persons performing resource management work of a maintenance nature.

b. **Authorization for Wear**

Supervisors and all wage grade employees and persons performing resource management work of a maintenance nature.

c. **Occasions for Wear**

Daily wear in all work situations.

d. **Components**

Components included in the Class B Work uniform but not in the Class B Service uniform include turtlenecks and shorts. Otherwise, the two uniforms are quite similar.

e. **General Rules for Wear**

- The vest may be worn with the Class B work uniform, but only in circumstances where there is minimal or no public contact.

Class B Work

	<u>Winter</u>	<u>Summer</u>
Outerwear	Hip length parka Waist length parka Overshell Insulated hood Uninsulated hood Windbreaker Rain/wind pants All coveralls Twill work jacket Twill work jacket liner Gaiters	Hip length parka Waist length parka Overshell Insulated hood Uninsulated hood Windbreaker Rain/wind pants All coveralls Twill work jacket Twill work jacket liner -
Layering	Vest Polyester/cotton turtleneck Polypropylene turtleneck	Vest -
Pants/Shorts	Twill work trouser Jeans -	Twill work trouser Jeans Shorts
Shirts	Twill long sleeve shirt -	Twill long sleeve shirt Poplin short-sleeve shirt
Sweaters	Zip-front sweater	Zip-front sweater
Hats	Embroidered mesh work cap Embroidered twill work cap Balaclava Trooper cap -	Embroidered mesh work cap Embroidered twill work cap - -
	Acrylic ski cap Wool ski cap Cowhide gloves	Western straw hat Acrylic ski cap Wool ski cap Cowhide gloves
Gloves		
Belts	Dress belt Heavy duty dress belt	Dress belt Heavy duty dress belt
Shoes/Socks	All socks Lightweight walker shoe All boots Boat shoe	All socks Lightweight walker shoe All boots Boat shoe
Accessories	Cloth name tag	Cloth name tag

7-9. **Maternity**

a. **Use**

The Maternity uniform is worn by pregnant employees, who are provided a supplement to their regular Class A or Class B allowances to acquire needed uniform components.

b. **Authorization for Wear**

Any uniformed employee in any stage of pregnancy.

c. **Occasions for Wear**

Routine within-park work activities.

d. **Components**

The maternity uniform is comprised of pants, jumpers and two types of shirts which can be worn with either Class A or Class B uniforms.

e. **General Rules for Wear**

- Employees in either Class A or Class B can wear any of the maternity components, but the fabric of the item selected (i.e. either twill or tropical) should be in accord with the type of uniform most typically worn.
- Employees in maintenance should select the smock, which has neither epaulets nor badge and name tag tabs.

Maternity

Winter

Summer

Dress
Shirt

Jumper
Long-sleeve top
Long-sleeve smock
Tropical slack
Twill slack

Jumper
Short-sleeve top
Short-sleeve smock
Tropical slack
Twill slack

Pants

7-10. **Lifeguard**

a. **Use**

The Lifeguard uniform is worn by lifeguards, who are provided a supplement to their regular Class A or Class B allowances to acquire needed uniform components.

b. **Authorization for Wear**

Lifeguards.

c. **Occasions for Wear**

Routine wear for lifeguards.

d. **Components**

Swim suits and various forms of outerwear.

Lifeguard

Year-Round

Suits

Surfer trunks
Male dive suit
Female dive suit

Shorts

Sport short

Outerwear

T-shirt

Sport jacket

Rain parka

Lined jacket

Sweatshirt

Sweatpants

Hat

Baseball cap

Accessories

Whistle

Lanyard

CHAPTER 8 - SPECIAL UNIFORMS AND PERSONAL PROTECTIVE CLOTHING

8-1. **Criteria**

a. **Determination of Need**

- 1) From time to time, needs arise for specialized clothing or uniforms due to safety concerns or environmental or working conditions. Such uniforms may combine standard components with specialized clothing or equipment not available from the contractor.

In these instances, the superintendent must identify tasks or procedures that may have the potential for exposing employees to personal injury or illness. In such situations, the employee must be provided with and use equipment and/or clothing necessary to protect against the hazard. Prescribed uniform items should be worn with personal protective clothing or equipment where possible to assure identification with the NPS.

Hazardous conditions include extremes in temperature, open flames, chemicals, vapors or gases, bodily impacts, biological contaminants and flight operations.

- 2) When a determination of need has been completed, the superintendent must:
 - identify special uniform categories and components required for specific uses;
 - consult with supervisors and park or regional safety officers to determine applicable personal safety requirements;
 - list the uniform components which will be authorized and required under each category;
 - designate the employees or classes of employees who will wear these components;
 - purchase the components with park operating funds;
 - assure compliance with special uniform standards found below;
 - evaluate special uniform requirements on an annual basis and determine if they will be necessary to continue or modify the special uniform;
 - assure that safety components selected meet approved safety standards and adequately protect workers;
 - assure that employees wear safety components while engaged in associated tasks; and
 - ensure compliance with loss control management and property management regulations, guidelines and directives.
- 3) Any special uniform not listed in this guideline must be approved by the regional director in consultation with the regional uniform coordinator. Approval must be in writing, with a copy sent to the Servicewide uniform coordinator in Washington.

b. **Acquisition and Use**

- 1) Protective clothing and equipment may be purchased with appropriated funds if the items are not those the employees would normally be expected to provide for themselves as personal items and the clothing and equipment are for the protection of employees engaged in hazardous work. Details and explanations of personal protective clothing and equipment can be found in NPS-50, the Loss Control Management guideline.
- 2) Special uniform items may also be procured with appropriated funds. See Comptroller General Decision B-112031 in Chapter 2 for specific authority regarding purchase of such "special clothing" for employees. Protective clothing worn while employed by the Service in any of the following categories is deemed to be of benefit to the government.
- 3) Personal protective equipment or clothing provided by the government shall be used rather than items of personal choice.
- 4) Designated protective clothing and equipment must be worn by employees when performing specified tasks.
- 5) Special clothing or uniforms are worn only when the employee expects to perform those tasks for which they are required during his or her work day.
- 6) Protective clothing and equipment are property of the government and are subject to property management guidelines.

8-2. **Special Uniform Categories**

a. **Alpine Ski Uniform**

- 1) The alpine ski uniform is worn only by persons assigned to actual ski patrol and/or alpine operations.
- 2) The basic uniform will be the Class A Field or Work uniform, depending on park needs. The arrowhead patch will be worn on outer garments to increase visibility and identification. Area options consist of:
 - black ski pants and top (under the uniform shirt);
 - green Filson cruiser coat;
 - green, grey or black wool knickers;
 - ski gloves;
 - grey wool knee socks; and
 - ski boots or other designated footwear.

b. **Winter Backcountry Uniform**

- 1) The winter backcountry uniform is worn by employees assigned to cross-country ski,

snowshoe, snowmobile and related backcountry patrol and backcountry interpretive visitor contact operations.

- 2) The basic uniform will be the Class A Field or Work uniform, depending on park needs. The arrowhead patch will be worn on outer garments to increase visibility and identification. The badge patch may be worn on the left breast of snowmachine suits.

Area options consist of:

- green snowmachine suit;
- a grey, green or white snowmachine helmet;
- green Filson cruiser coat;
- green, grey or black wool knickers;
- ski gloves;
- grey wool knee socks; and
- ski boots, thermal insulated or felt-lined boots (e.g., Sorrels) or other designated footwear.

c. **Frontcountry Horse Patrol Uniform**

- 1) The frontcountry horse patrol uniform is worn by employees assigned to horseback patrol in urban areas or other areas of high-density visitor use.
- 2) The basic uniform will be the Class A Service or Field uniform, depending on park needs. Area options consist of:
 - plain western cordovan riding boots;
 - equestrian rain slicker; and
 - plain leather chaps only when safety is a concern (chaps will not normally be worn with this uniform).

d. **Backcountry Horse Patrol/Trail Crew Uniform**

- 1) The backcountry horse patrol/trail crew uniform is worn by employees assigned to horseback patrol or associated duties in areas that have minimal visitor use, or to backcountry trail work.
- 2) The basic uniform will be the Class A Service, Field or Work uniform or Class B Service or Work uniform, depending on park needs. Area options consist of:
 - plain western cordovan riding boots;
 - equestrian rain slicker;
 - plain leather chaps; and
 - designated footwear.

e. **Motorcycle or Trailbike Patrol Uniform**

- 1) The motorcycle or trailbike patrol uniform is worn by employees assigned to patrol duties on those vehicles.

- 2) The basic uniform will be the Class A Service or Field uniform, depending on park needs. Area options consist of:

- grey, green or white motorcycle helmet;
- helmet face shield or goggles;
- riding gloves; and
- Wellington-style cordovan boot at least 10 inches high (footwear with extreme pointed toes and/or high heels are prohibited).

f. **Bicycle Patrol Uniform**

- 1) The bicycle patrol uniform is worn by employees who are actually performing patrols by bicycle.

- 2) The basic uniform will be the Class A Field or Work uniform, depending on area needs.

Area options consist of:

- grey, green or white, safety-approved bicycle helmet;
- dark green bike shorts;
- a lightweight, flexible nylon belt;
- grey socks; and
- low-cut grey tennis shoes.

g. **Water Operations Uniform**

- 1) The water operations uniform is worn by employees who are actually performing water-related or watercraft operations.

- 2) The basic uniform will be the Class A Field or Work or Class B Service or Work uniform. The badge patch may be worn on the left breast of survival suits.

Area options consist of:

- wetsuit;
- flotation jacket or survival suit;
- sweat suits;
- foul weather gear; and
- either brown, green or white canvas boat shoes or the leather boat shoes provided by the contractor.

h. **Flight Operations Uniform**

- 1) The flight uniform is worn by employees involved in special use flight operations (other than firefighting) where law enforcement, visitor and other contacts are anticipated in immediate connection with the flight.
- 2) The basic uniform will be a standard, military-style, green flight suit constructed of polyamide or aramid cloth with an NPS arrowhead on the left shoulder, gloves in either of the options described below, and cordovan or black leather boots with uppers that are safely overlapped by the legs of the flight suit.

Area options consist of:

- military green flight gloves constructed of fire-resistant fabric (when in the aircraft);
- uniform leather gloves (when in the aircraft);
- white, SPH-4 or SPH-5 helmet (while in the aircraft or in flight operations);
- approved defensive equipment belt (law enforcement);
- approved shoulder holster and defensive gear (law enforcement);
- leather, military-style name/badge insignia patch on front left breast attached to a velcro patch (law enforcement and interpretation) with approved NPS cloth badge patch over right breast pocket (law enforcement); or
- green fabric, military-style name strip with black letters sewn over right breast pocket with NPS gold badge over left breast pocket (law enforcement and interpretation);
- law enforcement identification back patch similar to that found on the NPS law enforcement identification vest; and
- brown or green waders where allowed by OAS, such as in float plane operations where safety considerations pertaining to water are a significant factor.

i. **Incident Management Team Uniform**

- 1) The incident management team uniform is worn by members of incident management overhead teams who do not normally wear uniforms, such as finance and logistics personnel, but need clear identification with the National Park Service. This category does not include member of strike teams, who are normally in uniform. On multi-agency teams, normally uniformed employees who are in civilian clothes may wear an NPS ball cap for identification.
- 2) The basic uniform will consist of:
 - uniform ball cap;
 - team vest identifying the employee's function within the team; and
 - NPS name bar or name tag.

CHAPTER 9 - UNIFORM WEAR STANDARDS

9-1. **Dress Coats and Jackets**

a. **Elastique and Tropical Dress Coats**

- The dress coat is always worn with a necktie.
- The end of the coat's sleeves should be at the wrist bone. Shirt sleeves should be no more than an eighth of an inch beyond sleeve ends.
- The front buttons are buttoned at all times.
- The summer (tropical) coat is worn with summer pants or skirt. The elastique (winter) coat is worn with winter pants or skirt. Mixing of fabrics is not permitted.
- The dress coat is worn with USNPS collar insignia, badge and name tag. All items must be on the coat and in the proper position.
- Law enforcement equipment may not be worn with the dress coat.

b. **Dress Service Jacket**

- The dress service jacket is always worn with a winter shirt and a necktie. It is never worn with a summer shirt.
- The jacket is worn only with elastique pants or skirt.
- Turtlenecks may not be worn with the dress service jacket.
- The jacket must be fully zipped when in public, and is never to be worn half zipped.
- The jacket is worn with USNPS collar insignia, badge and name tag. All items must be on the coat and in the proper position.

9-2. **Shirts**

a. **Tropical Long and Short Sleeve Shirts; Poplin Short Sleeve Shirt**

- T-shirts must not be visible when worn with the short sleeve shirt.
- All buttons are to be buttoned, with particular attention placed on the pocket and sleeve vent buttons. The top button of the long sleeve shirt may be left unfastened when the shirt is worn with a turtleneck. The top button is the only button which is to be left unbuttoned on the short sleeve shirt.
- Turtlenecks or ties are never worn with the short sleeve shirt.
- Sleeves on the long sleeve shirt must never be rolled when in a situation in which public contact is likely.
- There should be no spread between front buttons when sitting; if there is, the shirt is too tight.
- Shirts should always be tucked in and bloused, a process whereby the shirt is gathered at the sides or in back and tucked in so that the front is smooth.
- Pens and pencils must not visibly protrude more than a quarter inch from the tops of pockets. The clip must be under the pocket flap. Nothing should be carried in the pockets that is thicker than one-half inch.

b. **Dress Long and Short Sleeve Shirts**

- T-shirt sleeve ends must not be visible when worn with the dress short sleeve shirt.
- Badges and name tags are never worn on either dress shirt.
- Dress shirts are always worn with a tie.
- There should be no spread between front buttons when sitting; if there is, the shirt is too tight.
- Shirts should always be tucked in and bloused.

c. **Long Sleeve Twill Work Shirt**

- Sleeves must be rolled down and buttoned except in situations where safety, soiling or the work situation necessitates that they be rolled up.
- Shirts should always be tucked in.
- Badges and metal name tags must not be worn with the twill work shirt.

d. **Poplin Work Shirt**

- T-shirts must not be visible when worn with the short sleeve shirt.

9-3. **Pants, Skirts and Shorts**

a. **Elastique, Tropical and Twill Pants; Jeans**

- Pants should be cut loose enough to allow freedom of movement through the crotch, seat, waist and thighs.
- Pants must be free from wrinkles, shiny surfaces and bagginess. Seam creases must be apparent in Class A pants.
- All pants are to be hemmed to the proper length.
- Bottoms of pants must hang no lower than the heel welt and no higher than three inches above the ground.
- Pants bottoms should be as close to parallel with the ground as possible and should not be cuffed or rolled up.
- Waistbands on pants should not roll outward.
- Flaps on pants pockets must cover the pocket.
- Items placed in pockets should not cause obvious bulges. Nothing should be carried in the pockets that is thicker than one-half inch.
- The tab on the rear pocket of twill pants should be buttoned.

b. **Skirts**

- Skirts must be free from wrinkles, shiny surfaces and bagginess.
- All skirts are to be hemmed.
- Bottoms of skirts must be no shorter than mid-knee and no longer than three inches below the knee.
- Waistbands on skirts should not roll outward.

c. **Shorts**

- Shorts may only be worn with field uniforms and in parks where extreme climatic conditions warrant their use.
- Shorts are worn either without socks or with solid, plain, grey rag socks (with boat shoes) or solid, plain, grey rag hiking socks (with hikers).

9-4. **Outerwear**

a. **Dress Topcoat**

- The topcoat is always worn fully buttoned except for the top button.
- The belt on the topcoat should not be tied. The belt end should be run through belt loops, buckled and tucked in if necessary.
- The belt buckle is always centered between the two rows of buttons.
- Wrist straps should be snug but not compress the sleeve fabric.

b. **Raincoat**

- The raincoat must be worn either fully zipped or fully open.
- The raincoat may be worn only when it is precipitating.
- Older raincoats with orange linings are not to be worn reversed. Orange vests, acquired as personal protective equipment, should be worn instead.

c. **Hip and Waist Length Parkas**

- Class A parkas are always worn with a badge and a name tag.
- Defensive equipment is worn only with the waist length parka. The storm flap should be buttoned to the height that the zipper is closed on both parkas.
- The waist length parka should be long enough to reach the belt and cover all of the shirt.

d. **Overshell**

- The side zipper on the overshell should be closed when not in use with defensive equipment; when open to accommodate equipment, the snap should be closed at the bottom behind the holster or radio case.
- Velcro wrist closures must always be closed.
- Class A overshells are always worn with a badge and a name tag.

e. **Hoods**

- Hoods are only worn on coats in foul weather or when foul weather is anticipated in the near future.
- Hoods and ranger must not be worn together.

f. **Windbreaker**

- The badge and name tag will be worn on windbreakers with badge and name tag tabs. Name tags must be centered on the name tag tab.

g. **Rain/Wind Pant; Gaiters**

- Rain/wind pants and gaiters are normally worn fully zipped, snapped and strapped, but may be worn open when exertion requires venting.
- Excess strap on gaiters must be tucked in and not left dangling.

h. **Twill Work Jacket**

- Pockets and cuffs are to be buttoned on the twill work jacket.
- USNPS insignia are worn on work jacket collars on Class A Field and Class B Service uniforms unless safety concerns dictate otherwise.
- Class A field jackets are always worn with a badge and a name tag.

i. **Coveralls**

- Coveralls should be snapped except for the top snap wherever practical.
- Coveralls are authorized for Class A Field and Work but should not be worn as a substitute for the uniform except in very hot climatic conditions.
- The zipper should be closed.

j. **Gloves**

- Gloves are worn with velcro closures closed and snaps snapped.

9-5. **Layering and Sweaters**

a. **Vest**

- The vest is worn as part of the outer wear layering system and is never worn as an outer garment except in working situations where there will be minimal or no public contact. The only uniform classes and categories which permit wearing of the vest externally are Class B Work and Class A Work.
- The vest is never worn with a badge or name tag, or with a short sleeve shirt.

b. **Turtlenecks**

- Turtlenecks are never worn with short sleeve shirts.
- The necks must be folded over one time.
- Turtlenecks should be free of fading and pilling.
- Dickies are prohibited.

c. **Pullover Sweater**

- The pullover sweater may be worn with a long sleeve shirt and tie, with a turtleneck, or with a short sleeve shirt. If worn with the short sleeve shirt, the neck must be open and the collar outside

the sweater.

- The sweater is always worn with a badge and name tag.
- The sweater should be worn full length except with law enforcement equipment.
- Sweater cuffs must be folded back.
- The sweater may be worn either indoors or outdoors as an external garment.

d. **Zip-Front Sweater**

- Employees in the Class A uniform may only wear the zip front sweater indoors. Employees in the Class B uniform may wear it indoors or outdoors.
- Nothing heavy or over a half inch thick is to be placed in sweater pockets.

9-6. **Hats, Caps and Related Items**

a. **Winter and Summer Ranger Hats and Accessories**

- Ranger hats are always worn when in the Class A Dress or Service uniforms and either outdoors or in an entrance station. Exceptions are limited to:

- * extreme cold weather;
- * highly windy environments;
- * vehicle law enforcement patrol in which the need to respond quickly to a potentially hazardous law enforcement or emergency incident precludes the immediate wearing of the hat.

The ranger hat is the most important, recognized and respected symbol associated with the National Park Service, and should be worn with pride and care in all but the above circumstances.

-Ranger hats must be clean and unstained and have flat brims which are free from nicks and warping.

- No hair may hang below the brim on the wearer's forehead.
- The ranger hat is worn level with the brim approximately two fingers above the eyebrow. Canting (slanted sideways) and tipping (slanted front to back) of the hat - even slightly - are not permitted.
- The hat band is to be worn with the USNPS logo centered in the front. Both leather and metal cones must be polished, and the ties should be wrapped according to instructions.
- The top of the chin strap is to be worn under the hat band, and the strap is to be mounted on the back of the hat and worn on the back of the head with the buckle centered.
- Rain covers are to be worn over the hat band with the seam in back and loose plastic snugged down. Rain covers are worn only on the ranger hat.

b. **Maintenance (Western) Straw Hat**

- Hats must be replaced when significantly worn or stained.
- The maintenance straw hat is worn level. The hatband worn with the ranger hat may not be worn on this hat. Plain brown or cordovan-colored hatbands purchased with personal funds may be worn.
- Locally purchased rain covers may be worn with the hat, but the rain cover for the ranger hat may not be used.

c. **Trooper Cap**

- Trooper caps are not worn with flaps and chin straps down and/or strapped except in extreme weather conditions. When flaps are worn down, the strap is to be snapped either under the chin or behind the head.
- Badges are not permitted on the front flap of the cap.

d. **Embroidered Work Caps**

- Work caps are worn level with the bill two fingers above the eyebrow and centered in front.
- Adjustable straps must be snapped.
- Cap bills may be rolled but not creased.

9-7. **Ties and Tie Tack**

a. **Ties**

- The metal clip on the clip-on tie must not be visible, and the tabs must be under collar wings.
- Only clip-on ties may be worn by employees engaged in law enforcement activities.
- The four-in-hand tie must have a symmetrical, closed knot which is fully snug at the neck with no shirt showing above the knot.
- Ties are never worn with service dress short sleeve shirts.
- The tip of the tie will be no higher than one inch above the belt buckle and no lower than the middle of the buckle.
- Cross ties are tied with the snap crossing over from the right.
- Ties should be free of wrinkles, stains and fading.

b. **Tie Tack**

- The tie tack is always worn attached to the shirt by the tack chain.
- The tie tack is centered on pocket flap buttons on the Class A Service shirt.
- The tie tack is worn around the fourth button from the top of the Class A Formal dress shirt. It must not be visible when worn with the dress coat.
- Consistency in the positioning of tie tacks on all employees is imperative in public events.

9-8. **Belts and Law Enforcement Leather Gear**

a. **Dress and Heavy Duty Dress Belts**

- Belts should always be highly polished, and should never be scuffed, abraded or worn.
- No accoutrements may be carried on the belt - such as keys, knives, and sunglass cases - when wearing the Class A Formal or Semi-Formal uniforms. Accoutrements in all other classes must be commensurate with and necessary for the duties being performed. Particular attention will be paid to minimizing the number of keys carried on dress belts. Straps and cases for approved accoutrements must be cordovan in color wherever possible.
- Only NPS uniform program buckles may be worn with the belts.

b. **Law Enforcement Leather Gear**

- All law enforcement leather gear must be cordovan in color and highly polished.
- Velcro-lined inner utility belts are never worn alone when in public view.

9-9. **Shoes and Socks**

a. **Socks and Hosiery**

- Socks must be brown, must not sag, and must be free of patterns, holes, pilling or any signs of excessive wear. Official uniform socks will be worn whenever possible.
- Socks are not required with boat shoes when on boats.
- Nylon hosiery must be skin-toned, plain and free of runs, seams, patterns, glitter and any other embellishments. Nylons must be worn when wearing dress shoes and a skirt; they are optional with dress pants.

b. **Shoes and Boots**

- All shoes (except boat shoes) must be highly polished and free of streaks, scuffs, cracks and breaks. Only brown laces are permitted. Work and hiking boots should be in good condition and shined, but a high degree of polishing is not expected except when special circumstances dictate. Boat shoes must be cleaned, in good condition, and well-oiled (if leather).
- Resoled shoes must have dark welts and dark stitching. Vibram soles are not permitted on dress shoes.
- Dress shoes are worn only with dress socks and dark brown or black laces.
- Parks are authorized to purchase backcountry and technical climbing boots according to local standards. Boots must conform as closely in color and style to uniform program boots as possible. Brightly colored boots are inappropriate and are not permitted.
- Boat shoes should have leather laces or nylon "rawhide" laces.
- Steel-toed work boots are personal protective equipment (PPE) and should be purchased directly by parks. A determination must first be made that they are required PPE, however, and this should be done in accord with park and regional safety officers and appropriate guidelines.

9-10. **Accessories**

a. **Name Tags**

- Name tags with rounded corners have been phased out and should be replaced.
- The NPS name bar with the arrowhead insignia is worn only with civilian clothes and never on the uniform.
- Name tags should be highly polished and free of nicks and chips.
- Name tags are worn over the right pocket. They must be level, centered and one-eighth of an inch (the width of a nickel) above the top of the pocket flap.

b. **Badge**

- The badge must be worn vertically and must shine. Care must be taken to use only non-abrasive materials when polishing the badge, since the thin gold coating may be easily removed.
- The badge is pinned through the tabs provided on garments.

c. **USNPS Insignia**

- USNPS collar insignia must be bright and untarnished.
- The insignia are to be worn horizontal to the ground and centered in the points of the lapel. Although the angle of lapel cuts varies by garment, the insignia should always be level with the ground and centered. Consistency among uniformed employees - whether within a park on normal operations or at a special event - should be the guiding principal.

9-11. **Options (Purchased with Personal Funds)**

a. **Scarves**

- Scarves must be nickel gray in color - no lighter than the service dress shirt, no darker than the dress topcoat.
- Scarves may be worn with the dress topcoat and all other outerwear except twill jackets and windbreakers.

b. **Handbags**

- Handbags must be dark brown or cordovan in color, conservative in style, and modest in size. They should not detract from the uniform.

c. **Day Packs and Fanny Packs**

- Packs should be dark green or nickel grey in color and free of patches and all other decorations.

d. **Knit Glove Liners**

- Only Army-style olive drab knit glove liners may be worn by employees in Class A Field and Work and Class B Work uniforms.
- Liners must be free from holes, tears, discoloration or signs of excessive wear.

e. **Eyeglass and Sunglass Retaining Straps**

- Retaining straps must be dark grey, dark green or black.

f. **Belt Glasses Cases**

- Belt glasses cases must be either dark brown or black.

CHAPTER 10 - PERSONAL APPEARANCE STANDARDS

10-1. **Basic Principles**

a. **Background**

Federal courts and regulatory agencies have established or supported personal appearance standards (that is, standards for personal adornment and makeup and for hair length, style and type) for government employees as long as they are reasonable and are related to performance or public expectations. Certain distinctions are made between different types of uniformed employees.

In Kelley v. Johnson (1976), which concerned personal appearance regulations for a police organization, the Supreme Court held that hair length regulations do not violate individual rights, that they must be viewed in the context of a person's duties, and that certain aspects of police work provide an appropriate context for such directives. The Court found that "similarity in appearance of police officers is desirable" to "make police officers readily recognizable to the members of the public, or (to foster) the esprit de corps which such similarity is felt to inculcate within the police force itself." Either of these reasons, the Court held, is "a sufficiently rational justification" for personal appearance regulations. The court's ruling has since been applied to firefighters and other emergency personnel. OSHA regulations also specifically state that facial hair must be short enough to ensure that emergency personnel wearing breathing apparatus can attain and maintain a tight seal.

Several court cases, including Lowman v. Davies (1983) and Jacobs V. Kune (1976), have established that personal appearance standards may also be set for uniformed employees outside of the law enforcement and emergency services community since they serve the public and represent the interests of the employing agency.

b. **Objectives**

The National Park Service has established personal appearance standards for its uniformed personnel in order to:

- ensure that uniformed employees maintain the high appearance standards which the public traditionally associates with the Service;
- maintain esprit de corps among employees;
- assure employee safety;
- promote relations with cooperating external organizations with similar standards; and
- minimize potential barriers between visitors and employees.

c. **Standards**

Personal appearance standards have been set at three levels in order to establish criteria

commensurate with work being performed. Employees with mixed duties which fall into two categories will meet the higher level standards. Wherever safety considerations impose more conservative standards, those standards will apply. The standards apply equally to all uniformed employees at each level.

Local community standards for comparable professional groups will govern personal adornment and makeup. "Local community" is defined as the nearest community to a park; if a park has more than one community nearby, then the park superintendent has the latitude to choose among them. The chosen standard must be applied throughout the park.

10-2. **Personal Appearance Standards**

a. **Level I**

- 1) Employees
Commissioned rangers.

- 2) Rationale

As the courts have made clear, law enforcement and emergency service personnel are clear representatives of authority who need to be readily recognizable to the public. They need to project a neutral image, thereby minimizing public antagonism in everyday contacts, whether or not cooperation or recognition is needed. The assurance of impartiality is essential to their function. Closely trimmed hair also minimizes safety hazards to employees who are often in physically dangerous situations.

- 3) Standards

- Beards no longer than two inches in length are permitted. Beards must be long enough to indicate that the beard is intentional rather than giving the appearance that the wearer has been negligent in shaving. For this reason, beards must be grown during off-duty time. Beards and moustaches must be neatly trimmed. Artificial hair colors are prohibited.
- Employees at this level who are also firefighters must keep their beards short enough to be able to maintain a seal on self-contained breathing apparatus.
- Hair may be longer than the bottom of the uniform shirt collar if properly confined and contained while on duty. Bangs must be above eyebrows. Any form of haircut which draws more attention than the uniform and detracts from the wearer's authority is prohibited. Artificial hair colors and sculpting are prohibited. Sideburns must be no longer than the bottom of the ear.
- Makeup and adornment should conform with standards established for law enforcement officers in the local community. Neither makeup nor adornment should distract from the uniform, interfere with job performance or present a safety hazard.

4) Exemptions

- Commissioned rangers engaged in undercover operations may be exempted from these standards with the approval of the park's chief ranger.

b. **Level II**

1) Employees

Uniformed employees whose primary duties involve visitor services or who are routinely in public view. This level will apply to the majority of uniformed employees and includes both rangers and maintenance workers.

2) Rationale

Employees in this category need to maintain the high professional image of uniformed National Park Service employees. Proper personal appearance emphasizes professional competence and expertise. Many of these employees are in Class A uniforms with badges and have implied (but not necessarily official) authority in the public eye; on occasion, therefore, they have an affirmative obligation before the law to take limited legal or emergency actions. The rationale for Level I personal appearance standards therefore apply in part to this group. Nevertheless, standards at this level provide employees with greater latitude in beard and hair length.

3) Standards

- Beards will be short, neatly trimmed, combed, clean and free of ornaments. Moustaches must be neatly trimmed. Artificial hair colors are prohibited. Beards must not interfere with regularly assigned duties and/or be a safety hazard in the performance of those duties.

- Employees at this level who are also firefighters must keep their beards short enough to be able to maintain a seal on self-contained breathing apparatus.

- Hair must be clean, combed, and trimmed. Artificial hair colors and sculpting are prohibited. Hair must not interfere with regularly assigned duties and/or be a safety hazard in the performance of those duties.

- Makeup and adornment should conform with the kind typically worn by members of service clubs (e.g. Lions, Rotary, etc.) in the local community. Neither makeup nor adornment should distract from the uniform, interfere with job performance or present a safety hazard.

4) Exemptions

- Employees engaged in living history demonstrations may be exempted from these standards with the approval of the appropriate division chief.

c. **Level III**

1) Employees

Uniformed employees whose duties involve infrequent public contact or who are infrequently in public view.

2) Rationale

Employees at this level have the widest latitude in personal appearance standards, but are still expected to be neatly groomed and properly attired.

3) Standards

- Beards and moustaches must be clean, well-groomed, and neatly trimmed. Artificial hair colors are prohibited. Beards must not interfere with regularly assigned duties and/or be a safety hazard in the performance of those duties.
- Employees at this level who are also firefighters must keep their beards short enough to be able to maintain a seal on self-contained breathing apparatus.
- Hair must be clean, combed, and trimmed. Artificial hair colors and sculpting are prohibited. Hair must not interfere with regularly assigned duties and/or be a safety hazard in the performance of those duties.
- Makeup and adornment should conform with the kind typically worn by local persons in similar occupations. Neither makeup nor adornment should distract from the uniform, interfere with job performance or present a safety hazard.

CHAPTER 11 - CONDUCT AND BEARING STANDARDS

11-1. **Regular Duty**

a. **General**

The distinctive National Park Service uniform is so closely related to the mission and traditions of the agency that it is virtually synonymous with both the agency's purpose and personnel. Uniformed employees are held in high esteem by the public as guardians of the nation's irreplaceable natural and cultural heritage; they are also highly regarded as role models who have many attributes Americans prize - courtesy, service, integrity, self-reliance and self-sufficiency. Employees who wear the Class A uniform, whether commissioned or not, also wear a badge which connotes a certain level of formal authority.

Accordingly, uniformed employees of the National Park Service are held to high standards of conduct and behavior, and are expected to comport themselves accordingly.

b. **Prohibited Activities**

Although proper behavior is expected from uniformed employees under all circumstances, employees are specifically prohibited from the following activities while in uniform or wearing a readily identifiable uniform component:

- 1) Purchasing or consuming alcoholic beverages, whether on or off duty.
- 2) Smoking or carrying cigars, pipes or cigarettes in their mouths or chewing tobacco while in public view.
- 3) Gambling in any form while on or off duty.
- 4) Participating in or attending any demonstration or public event wherein the wearing of the uniform could be construed as agency support for a particular issue, position, or political party.
- 5) Sleeping while on duty and in public view.

11-2. **Public Events**

Uniformed employees of the National Park Service participate in hundreds of public events and ceremonies each year. These events impose higher standards of conduct and bearing than normal duty because of the conspicuousness of the NPS uniform in public settings - particularly in the presence of the media.

a. **General**

- 1) It is imperative that uniformed employees look as similar as possible at special events. A special effort will be made to have all uniformed employees either wear a prescribed and published "uniform of the day" or meet together to assure that their uniforms conform. It matters more that uniforms be identical than that a particular standard be followed to the letter. If, for example, one employee lacks gloves, then all should forego them. A "stand up" inspection by the person managing the event or his or her representative will be conducted before the event begins.
- 2) All metal components - badges, name tags, USNPS collar ornaments - should be highly lustrous and properly aligned.
- 3) Garments must be clean and pressed. All persons authorized to wear ranger hats must wear those hats except in extremely cold or windy weather.
- 4) Shoes, belts and hatbands must be highly polished. Keys and accessory items on belts are prohibited.
- 5) Uniformed employees who will take part in ceremonies should rehearse movements together to assure that they conform with each other. Particular attention should be paid to the following:
 - Hand salutes - The right hand is raised sharply with fingers and thumb extended and joined. The tip of the right index finger is placed on the brim of the hat slightly above the right eye with the hand and wrist straight. The outer edge of the hand should be tilted slightly downward so that neither the back of the hand nor the palm is clearly visible from the front.
 - Standing at attention - The person stands erect with eyes straight ahead, feet spread at a 45 degree angle, and hands naturally curled with thumbs along trouser seams.
 - Standing at parade rest - The person stands erect with eyes straight ahead, feet spread at shoulder width, arms behind the back, hand in hand.

b. **Outdoor Ceremonies**

- 1) All uniformed employees should salute with hats on under the following circumstances:
 - Playing of national anthems (United States or other countries) - Face the appropriate flag (if visible) or the music (if not visible) and salute. Hold the salute until the last note is played.
 - Recitation of Pledge of Allegiance - Face the flag and salute.

- Presentation of colors - Salute when the flag is approximately six feet away until it is six feet past.

- Raising and lowering of the flag - Salute from the moment it starts up the pole until it reaches the top, or from the time it begins descending until it reaches the base of the flagstaff. If flown at half-staff, hold the salute until the flag is lowered to half-staff after being raised to the top.

- Raising and lowering of the flag when alone - Stand back from the flagstaff and salute the flag before lowering and after raising.

- Playing of "Taps" or "Hail to the Chief" - Face the music and salute. Hold the salute until the last note is played.

- Passage of the President in a parade or motorcade - Salute as the vehicle passes.

- 2) During prayers and benedictions, all uniformed employees should remain covered but bow their heads. Hands should be held together in front.
- 3) In all other circumstances, emulate the military if they are represented.

c. **Indoor Ceremonies**

- 1) All uniformed employees should remove their hats, stand at attention, face the flag or music, but not salute. Those wearing billed caps should hold them by the bill in their left hands; those wearing ranger hats should grip the front edge of the rim with their left hands and rest the body on their left forearms, keeping them level with the ground.

These procedures will apply in the following circumstances:

- Playing of national anthems (United States or other countries)
- Recitation of Pledge of Allegiance
- Presentation of colors
- Raising and lowering of the flag
- Playing of "Taps" or "Hail to the Chief"

- 2) Uniformed employees should rise and stand at attention but not salute when the President passes.
- 3) Uniformed employees should put their right hands over their hearts during the Pledge of Allegiance.

- 4) During prayers and benedictions, uniformed employees should remove their hats (if they haven't already done so), hold them as noted above, and bow their heads.
- 5) In all other circumstances, emulate the military if they are represented.

d. **Funerals**

- 1) All the above indoor and outdoor protocols apply.
- 2) Uniformed employees may wear a three-quarter-inch wide black band horizontally across the middle of the badge in tribute to public safety officers killed in the line of duty or NPS employees who died or were killed while in the performance of their duties. The band may be worn from the time of death until the end of the funeral ceremony.
- 3) The superintendent, regional director or director, as appropriate, will stipulate when the band is to be worn.
- 4) Efforts should be made to assure uniformity in the wearing of the band at an area or a specific event.

CHAPTER 12 - EMPLOYEE EVALUATION STANDARDS

12-1. **Conduct v. Performance**

The Civil Service Reform Act of 1978 requires that all supervisors appraise their employees' performance according to job-related factors which have a direct relationship to the accomplishment of assigned duties and tasks and the attainment of Service programs and missions.

Because of this, it is very difficult to employ performance criteria to evaluate field level, non-supervisory employees on their uniform appearance. Uniform appearance, personal appearance while in uniform, and employee bearing while in uniform are more properly treated as conduct issues, since they are conditions of employment.

Managers and supervisors, however, are both responsible and accountable for assuring that uniformed employees meet appropriate appearance and conduct standards and can be appraised through the performance evaluation process. If they are in uniform, they are also held to the same conduct standards as the uniformed employees whom they supervise.

Managers and supervisors have an affirmative obligation to ensure that their employees understand all appearance requirements and have all the forms and documents necessary to order their uniforms. Only after these basics are accomplished may the employee be held responsible for meeting uniform and personal appearance requirements.

12-2. **Performance Evaluations**

a. **Managers and Supervisors**

Performance standards for managers and supervisors will be revised to include the following standard:

"Supervisors and managers will ensure that the appearance and conduct of each of their uniformed employees reflect the highest standards of the Service and are in compliance with the uniform policies contained in NPS-43, the Servicewide uniform guideline. Each manager and supervisor will conduct, at a minimum, an annual review of each uniformed employee on his or her staff and discuss the findings with his or her employees either separately or as part of the performance appraisal process."

b. **Park Uniform Program Administrators**

Performance standards for park uniform program administrators will be revised to include the following standard:

"The park uniform program administrator serves as the primary respository for information on the administrative portions of the uniform guideline and advises the superintendent and his or her staff on those aspects of its contents; ensures that all reports, orders, authorizations and allowances are accurate; assures that employees are informed about and comply with procedures for acquiring allowances, making orders and returns, meeting closeout requirements, and conforming with all other administrative aspects of this guideline; promptly distributes forms, catalogues and memoranda pertaining to the uniform program to employees; assures that uniform allowance authorizations are completed and informational packets for new and seasonal employees are sent expeditiously; coordinates uniform program activities with the park uniform coordinator or uniform committee chairperson; resolves ordering problems with the contractor; forwards problems that can't be resolved to the regional uniform coordinator according to procedures outlined in this guideline; serves as a member of the park uniform committee in those parks having such committees; and maintains a liaison with the park uniform coordinator and/or uniform committee chairperson and assures that program information is shared and that actions are jointly agreed upon."

c. **Park Uniform Coordinators**

Performance standards for park uniform coordinators will be revised to include the following standard:

"The park uniform coordinator will advise the superintendent on the programmatic portions of the uniform guideline; serve as liaison between the regional coordinator and the park on all matters pertaining to the uniform program other than administrative matters; serve on the park uniform committee, or, in situations where a park committee has not been established, assumes that committee's role; maintain a liaison with the park uniform program administrator and assures that program information is shared and that actions are jointly agreed upon."

12-3. **Condition of Employment Statements**

In order to assure that incoming employees understand that uniform and personal appearance standards are conditions of employment, a short form has been developed which will be signed and dated by each employee and placed in his or her official personnel file (OPF). That form is found in the exhibit at the end of this chapter. Seasonal and new permanent employees will sign it within five days of entering on duty.

12-4. **Misconduct Penalties**

The NPS supplement to the Federal Personnel Manual (FPM), Chapter 752, Subchapter 1.2B, provides basic guidance on actions which can be taken when an employee appears at work inappropriately uniformed or with uniform components missing. Other FPM sections apply to improper activities while in uniform:

a. **First Offense**

The supervisor should orally counsel the employee, pointing out his or her deficiencies, and grant annual leave or excused time to allow the employee to return home and report to work properly uniformed. The supervisor should point out that the proper wearing of the uniform is a condition of the employee's position; failing to be properly attired in the uniform means that the employee is not "ready, willing or able" to work.

b. **Second Offense**

Depending on the situation, the supervisor may want to repeat the steps outlined above. The exception would probably be the granting of annual leave or excused time - generally, the employee will be absent without leave until he or she reports to work in a proper uniform. An informal counseling memorandum of letter or warning may be warranted.

c. **Third Offense**

Progressive discipline and/or adverse action - i.e., a letter of warning or reprimand, suspension, or removal - will normally occur. In dealing with these issues as misconduct, the requirement that the employee be given an "opportunity to improve" does not apply.

CHAPTER 13 - PROGRAM ADMINISTRATION

13-1. **Establishing a Program**

a. **Organization Codes**

New areas coming into the system or existing areas which have further subdivided their operations that need to be entered into the system should send a short memo with specifics to the regional uniform coordinator. The memo should include the approved NPS org code, the associated area or unit name, the shipping and billing addresses, the primary telephone number for the area and name of the uniform program administrator. The memo must be signed by the superintendent. If approved, the regional uniform coordinator will endorse it with a brief cover memo and forward it to the Servicewide uniform coordinator for action. The contractor is not permitted to establish new areas on the system without the specific approval of the NPS.

b. **Forms and Publications**

Park administrators can acquire copies of this guideline from the Servicewide uniform coordinator in Ranger Activities in WASO. Catalogues and other basic forms can be obtained from the contractor, as outlined in the chapter on documents and reports.

c. **Program Orientation**

Optional training sessions on the operation of the uniform program, coupled with orientation tours of the contractor's facilities, will be held periodically for both new and current park uniform program administrators or uniform coordinators. The sessions will be funded by benefitting accounts. These sessions will be arranged by the Servicewide uniform coordinator.

13-2. **Annual Program Cycle**

The uniform program largely operates on an annual cycle based on the fiscal year, i.e. from October to September. During that cycle, there are a number of formal and informal dates which program administrators should keep in mind. The dates and times listed below may vary slightly from year to year.

October 1	Allowance accounts for the new year are activated and ordering may begin. New order forms must be employed, and old forms destroyed. If, however, government funding is not available due to a budgetary impasse or other reasons, the contractor may be instructed to stop work until funding is available. Historically, such stop orders have been in effect for very short periods of time. New uniform prices go into effect.
October - December	This is one of two peak ordering seasons for employees. Employees should expect that it may take somewhat longer to complete orders during this period.

January 15	Quarterly status report for first quarter of fiscal year sent to parks. Report verification and submission of corrections to contractor.
April - June	Second peak ordering season because of arrival of seasonals in parks. UAA's and order forms should be submitted as soon as possible to assure prompt completion of orders.
April 15	Quarterly status report for second quarter of fiscal year sent to parks. Report verification and submission of corrections to contractor.
June 1	Park uniform program administrators should remind managers and supervisors of the September shutdown of the contractor's operations so that the hiring of uniformed employees and/or ordering of uniforms can be coordinated to take place before or after.
July 1	The park uniform program administrator should notify uniformed employees of the impending shutdown and advise them to expend the remainder of their uniform allowances by August 31st. <u>No portion of employee uniform allowances may or will be carried forward to the new fiscal year.</u>
July 15	Quarterly status report for third quarter of fiscal year sent to parks. Report verification and submission of corrections to contractor.
August 1	Consolidated uniform allowance report, which authorizes permanent employee uniform allowances for the coming fiscal year, sent to parks. <u>Prompt completion and return by September 1st is critical.</u>
August 31	Deadline for submission of uniform orders for current fiscal year and for completion of any remaining outstanding business with the contractor. <u>All mail to the contractor must be postmarked by August 31st.</u>
September 1 - 30	Contractor closed for annual inventory, system update, accounting and other purposes. New order forms sent to parks.
September 30	Quarterly status report for fourth quarter of fiscal year sent to parks. Report verification and submission of corrections to contractor.

CHAPTER 14 - UNIFORM ALLOWANCE SYSTEM

14-1. **General**

a. **Authorization**

- 1) The responsibility for determining who shall wear the uniform and the type of uniform permitted rests with the person designated in Chapter 6. The allowance authorized is stipulated by the schedule in Appendix 1, which is approved by the Director.
- 2) Employees are authorized a uniform allowance based on the type of uniform they are required to wear. The park or other administrative unit in which the employee works establishes a credit account with the uniform contractor. Employees then order uniform components against this credit account.
- 3) Employees may purchase only those uniform items included in the authorized uniform category.

b. **Use of Allowances**

- 1) The uniform allowance is provided to help defray the cost of wearing a uniform. It is not intended to cover the total cost of all uniform items. Cleaning, tailoring and upkeep are the responsibility of the employee.
- 2) The allowance amount authorized for each employee is to be used only by that employee. Since uniforms are procured with government funds and since unexpended allowances reduce net uniform program costs to the Service, ordering uniform items for other persons - with or without remuneration - is prohibited.
- 3) Employees are not required to expend the full amount of their allowances. Unexpended allowances directly diminish the assessments made against the parks and administrative units where employees work. Unexpended funds do not revert to the contractor. Employees are required to obtain uniform components sufficient to meet the standards contained in this guideline, but are not expected to expend their allowances unnecessarily. Replacement allowance levels have been structured to provide adequate funds for most employees, but it's also understood that others - particularly those working indoors or in uniform intermittently - will not always need the full amount provided.

c. **Apportionment**

- 1) Both temporary and permanent employees will receive full initial allowances. Initial allowances may not be reduced from the amount stipulated in the table found in Appendix 1.
- 2) Permanent employees will receive full annual replacement allowances after the period of their initial allowance expires. Intermittent, temporary, seasonal and other employees who

do not wear the uniform every day will receive semi-annual allowance amounts. Replacement allowances may not be reduced from the amount stipulated in the table found in Appendix 1.

- 3) The total uniform allowance granted to an employee in any one year period shall not exceed the maximum amount stipulated for initial or replacement allowances in the table found in Appendix 1.
- 4) The only exception to the above occurs when an employee moves from one type and category of uniform to an entirely different type and category, i.e. from Class B to Class A. Changes in climate, season or work responsibilities within a given category are insufficient grounds for the allocation of allowance adjustments which exceed the amounts specified in Appendix 1. (See Comptroller General Decision B-166452 in Chapter 2).
- 5) Lifeguard and maternity uniforms are considered special purpose uniforms, and allowances for these can be authorized in addition to other allowances.

d. **Definitions**

- 1) A permanent employee is one whose appointment does not have a time limitation and who is in uniform on a regular basis. Includes career and career-conditional appointments, whether full-time, part-time or subject-to-furlough.
- 2) A temporary or seasonal employee is one whose appointment has a time limitation of one year or less and who is in a uniform on a regular basis.
- 3) An intermittent employee is one who wears the uniform on an infrequent, irregular basis.

14-2. **Types of Allowances**

a. **Initial Allowance**

- 1) The initial allowance is provided to employees when they are first placed in a uniformed position. Allowance amounts for permanent employees are determined by the category of uniform to be worn, i.e. either Class A or Class B. Initial allowances are a one-time allocation granted to employees to help defray the cost of purchasing required uniform items.
- 2) Initial allowances are also authorized when an employee is placed in a uniformed position after having been out of uniform for three years since the end of the last allowance period.

- 3) The entire initial allowance is to be given at one time to all employees, whether permanent, seasonal or intermittent.

b. **Replacement Allowance**

- 1) Replacement allowances are granted to employees to help defray the cost of replacing worn uniform items.
- 2) Replacement allowances begin following the completion of initial allowance periods.
- 3) Permanent employees receive their replacement allowances at the beginning of the fiscal year. Seasonal, temporary and intermittent employees receive their allowances in prorated amounts according to the procedures established below.

c. **Special Purpose Uniform Allowances**

- 1) Lifeguard Uniform - This allowance is based on the fiscal year and is provided in addition to other uniform allowances through a separate UAA. Only lifeguard items may be purchased with lifeguard allowance funds.
- 2) Maternity Uniform - This allowance is also based on the fiscal year and provided in addition to other uniform allowances through a separate UAA. Only one allowance per pregnancy may be granted. The authorization can be issued any time during the fiscal year.

14-3. **Computing Allowances**

a. **Establishing an Allowance**

- 1) Allowance histories should first be completed for newly hired employees. The employee allowance history work sheet can be found in Appendix 3 and should be duplicated locally.
- 2) A uniform allowance authorization (UAA) must then be completed and submitted to the uniform contractor. UAA's are provided by the contractor. A sample UAA can be found in Appendix 2.

b. **Initial Allowances**

- 1) Permanents - An initial allowance is authorized for the fiscal year in which the employee is first authorized to wear the uniform. The employee receives the full sum no matter when he or she goes into uniform, whether on the first, last or any other day of the fiscal year. The EOD date is the actual date the employee is expected to begin work and must be shown on the UAA. The employee is due no other allowance for one year unless he or she changes job functions as per the provisions of 14-1-c-(4).

- 2) Temporaries, seasonals and intermittents - An initial allowance is authorized for the first two full periods worked. Although the entire sum is received at one time, the employee is not entitled to a replacement allowance until he or she has worked part or all of two periods. Period 1 begins on October 1st and ends on March 31st; Period 2 begins on April 1st and ends on September 30th. Example: An employee works June – August seasons each year. She receives a full initial at the beginning of her first summer, but that initial is still in effect when she works her season in the following summer. Her first replacement will be authorized in her third summer. An intermittent employee who works fewer than 130 days in a fiscal year is considered to have worked one period; an intermittent who works more than 130 days has worked two periods.

c. **Replacement Allowances**

- 1) Permanents - Permanent replacement allowances begin on the first day of the fiscal year following the expiration of the employee's initial allowance. A uniform allowance authorization (UAA) form must be submitted for the first replacement allowance. After that time, the employee is "in the system" and is reauthorized annually through the consolidated uniform allowance report (see the chapter on closeout procedures).
- 2) Temporaries and seasonals - Seasonal/temporary replacement allowances are issued semi-annually in order to prorate the amounts received in approximate accord with seasons worked. Half of the permanent replacement allowance is authorized for each period. Period 1 begins on October 1st and ends on March 31st; Period 2 begins on April 1st and ends on September 30th. The first replacement allowance for a temporary/seasonal employee begins after the employee has worked all or part of two periods. Replacement allowances should cover the anticipated length of employment within the fiscal year. An employee working any portion of a period receives the entire amount authorized for that period. Periods are for administrative purposes only and do not correlate with winter and summer uniform categories. Replacement allowance periods begin with the first day of the period during which the employee starts work and end with the last day of the period in which the employee terminates. If an employee works past the end of a fiscal year, one replacement allowance will end on September 30th and a second will be necessary at the beginning of the new fiscal year to cover employment from October 1st until termination.
- 3) Intermittents - The replacement allowance for intermittent employees is determined by anticipating the number of days in the fiscal year that the uniform will be worn, then authorizing the appropriate number of periods based on the number of days worked – one period for employees who will work up to 130 days, two periods for intermittents who will work more than 130 days.

d. **Special Purpose Uniform Allowances**

- 1) Maternity Uniform - Employees who have fully expended their maternity allowances may utilize the balance of their regular allowances to buy maternity components.

e. **Terminations and Transfers**

- 1) Permanents - When a permanent employee transfers, terminates or otherwise no longer requires a uniform, the park or other administrative unit sends a UAA terminating the allowance to the uniform contractor. The contractor is required to ship items as long as the authorization is active. A park or administrative unit receiving a transferred employee will submit a UAA to the contractor to reactivate the authorization under the new organization code.
- 2) Temporaries, seasonals and intermittents - The park or administrative unit must send a UAA terminating the employee's allowance to the contractor when the employee terminates. Under the semi-annual payment schedule, an employee who terminates and is rehired within a fiscal year will be reactivated automatically by the contractor upon receipt of a new UAA. The new total - i.e., the remaining balance plus the new authorization - will be activated under the appropriate organizational code. Balances of employees not rehired within the same fiscal year will be cancelled.

14-4. **Adjusted Allowances**

a. **Class Change**

- 1) An employee who moves from a position in which the Class B uniform is worn to a position in which Class A is worn is entitled to a one-time initial allowance adjustment in the amount of the difference between the two initials.
- 2) An employee who received an initial allowance at a past initial allowance rate who goes back into uniform following a break of more than three years is entitled to a one-time initial allowance adjustment in the amount of the difference between the two initials.

b. **Employee Claim**

- 1) Claims for a uniform component damaged in a work-related incident or through an event or circumstance beyond the employee's control may be handled through an adjustment to the employee's allowance if the component was acquired with government or personal funds through the uniform allowance system.

- 2) The uniform allowance authorization (UAA) form with the adjusted initial amount must be accompanied by a justification signed by the superintendent or unit manager. The UAA and justification must be sent to the regional uniform coordinator for review and approval. If approved, the regional uniform coordinator will forward the UAA and justification to the uniform contractor along with a brief, signed memorandum. The regional uniform coordinator will keep copies of such paperwork in a file for future audits.

CHAPTER 15 - UNIFORM ALLOWANCE PROCUREMENT PROCESS

15-1. **Ordering**

a. **General**

- 1) Uniform allowance authorizations must be prepared, sent directly to the uniform and contractor, and entered into the system before an order may be processed. Copies of completed allowance authorizations should be given to employees.
- 2) Orders for all park employees should be submitted to and forwarded by the park uniform program administrator to assure that they have been completed, are legible, and contain all required information. New seasonal and permanent employees may transmit their orders directly to the uniform contractor.
- 3) Only current order forms may be used. Each order form has an expiration date on it.
- 4) Employee account numbers must be entered on each order form.
- 5) Particular attention should be made to assure that forms are either typed or darkly and legibly printed. Illegible forms are a common problem and are a primary reason for delays in order processing. Those that can not be read or understood by the uniform contractor will be returned for resubmittal.
- 6) Incorrect sizing is also a common ordering problem. Current measurements should be entered on each order form. General sizing information is provided in the front of the uniform catalog; specific details can be found beside each item entry.
- 7) The park should retain either the last copy of the printed order form or a photocopy of the completed form for its records.
- 8) Photocopies of order forms and allowance authorizations may be used as long as they are clean and legible.
- 9) Information on making special orders can be found in the uniform catalogue.

b. **New Permanent and Seasonal Employees**

- 1) Each new permanent and seasonal employee should receive the basic information and ordering packet described in Exhibit 1 at the end of this chapter. Advance transmittal of the packet will significantly shorten uniform delivery times and minimize confusion on which items to order.

c. **Submission**

1) Order forms and uniform allowance authorizations may be submitted to the contractor by government telefax or by official government mail.

2) Phone orders are prohibited.

d. **Payment**

1) Personal funds must be included with orders for amounts in excess of the employee's current uniform balance.

2) Payment must be made by check, money order, or those credit cards specified by the uniform contractor. If credit cards are used, the card number and expiration date must be printed clearly on the order form. The minimum amount which can be charged to either card is \$5.00.

3) Shirt tapering must be paid for with personal funds.

4) COD's will not be accepted by the contractor.

5) The uniform contractor is authorized to charge employees for checks that fail to clear due to insufficient funds.

15-2. **Order Fulfillment**

a. **General**

1) Orders and authorizations are handled by the contractor on a first-in, first-out basis contingent on date and time of receipt at the contractor's facility.

b. **Completion**

1) The contractor is required to fill orders for components within standard size ranges within ten working days unless an item is on backorder. Every effort is made to assure that sufficient inventory is on hand to minimize the necessity for backorders. Backorders are nonetheless unavoidable; when they occur, the contractor will notify the employee of the expected date of shipment on the packing slip for the balance of the order or by separate letter.

2) Deliveries for special, made-to-measure items outside normal size ranges require from 90 to 120 days.

15-3. **Receiving**

a. **General**

- 1) Procedures for order receipt outlined in the chapter on property management in this guideline must be followed.
- 2) The value of packages sent by the contractor but not received by the park will be absorbed by the contractor.
- 3) Once received, shipments are the responsibility of the park until signed for by the employee. A report of survey is required when a shipment is received by the park but lost before receipt by the employee. The park must issue a new uniform allowance authorization for the full amount of the items lost. The report of survey number must appear in the remarks section of the new authorization.

b. **Cancellations and Terminations**

- 1) The park will take one of the following actions when an order is received for an employee who has transferred or has been terminated:
 - return it to the contractor;
 - forward it to the employee if there is a reasonable expectation that he or she will be returning to duty; or
 - forward the shipment to the employee's current park duty station.
- 2) If an order is cancelled, the shipment should be returned to the contractor and the contractor should be notified by phone.
- 3) Under no circumstances shall a terminated employee's uniform shipment be retained by the park for use by other employees.

15-4. **Exchanges and Refunds**

a. **General**

- 1) All uniform items requiring refunds or exchanges must be returned to the contractor within 10 days of receipt by the employee.
- 2) Return shipments will be made at government expense.
- 3) The value of packages sent to the contractor by the park but not received by the contractor will be absorbed by the park. All returns should be sent by certified mail to ensure that they can be tracked if lost.

- 4) Employees who ship returns themselves will send them by insured mail.

b. **Exchanges**

- 1) Exchange forms - not order forms - must be used for all exchanges and returns. Return addresses must be entered in the space provided at the bottom of the exchange form.
- 2) Return shipment boxes should be prepared as securely as possible to prevent merchandise from being damaged upon return. All hats must be double boxed to prevent damage during shipment. The contractor is not required to accept responsibility for returned hats which are damaged due to improper packing.
- 3) Exchanges cannot be made of any garment or other component that has been worn, washed or altered unless the garment is defective. Garments and other uniform components which have failed as a result of normal wear and tear are not considered to be defective.

c. **Refunds**

- 1) Credit adjustments will be made to employees' accounts for items ordered and charged against the employee's allowance.
- 2) The contractor will reimburse employees for items purchased with personal funds.

CHAPTER 16 - DIRECT PURCHASE PROCUREMENT PROCESS

16-1. **Uniform Components Covered by Allowances**

a. **Conditions**

Parks are permitted to directly purchase those uniform items listed below from the contractor to meet those special needs not covered by the allowance system. Direct purchases cannot be used to supplement the uniform allowance. Issuance of government-owned uniforms to an employee who has been authorized a uniform allowance is an illegal augmentation of the employee's salary. Such purchases have been expressly prohibited by the Department of Interior inspector general and may be in violation of Title 18, Section 641 of the United States Code.

b. **Applications**

- 1) Steel-Toed Work Boots - Steel-toed work boots may be acquired either with uniform allowances or by direct purchase, depending on whether or not they have been formally designated as personal protective equipment (PPE) by the park. Such designations are made according to procedures in NPS-50, the Loss Control Management Guideline, and Chapter 8-1.
- 2) Boat Shoes - Boat shoes may also be acquired either with allowances or by direct purchase, and the ordering procedure employed is again dependent on a determination of PPE status. Because boat shoes have proven popular for personal wear, they may only be acquired by parks which have been formally designated as water areas by their regional uniform coordinators, and they must be procured on a separate order form. Purchase orders must therefore be accompanied by such order forms.
- 3) Coveralls - Parks may acquire coveralls for non-uniformed employees with appropriate justification.
- 4) Cloth Name Tags - As needed.
- 5) Badge Tab Holders - As needed.
- 6) Plastic Rain Hat Covers - As needed.
- 7) Ball Caps - Ball caps may be procured only for NPS employees on incident command teams as per the provisions in Chapter 8-2-i.

c. **Procedures**

- 1) Prepare a DI-1 and purchase order at the park or region. Each must clearly state the purpose of the purchase, the intended use of the items being acquired, and the reason why the allowance system is not appropriate for this procurement.
- 2) Send the completed purchase order to the contractor.

- 3) Maintain file copies of purchase orders and justifications for at least three years.

16-2. Uniform Components Not Covered by Allowances

a. **Conditions**

The uniform contractor carries a number of items which may be acquired by parks that are not covered by uniform allowances. Although these items are generally worn with or in lieu of the regular NPS uniform, the government in each case has deemed direct purchase as the sole method of acquisition because of its interest in maintaining ownership and/or control of the item.

b. **Applications**

- 1) Law Enforcement Leather Gear - The Service has required the contractor to provide basic law enforcement leather gear in order to assure uniformity and quality of equipment.
- 2) Law Enforcement Identification Vests - Vests are provided to rangers involved in law enforcement for use when in civilian clothes and needing quick recognition as a law enforcement officer.
- 3) Badge Patches - Badge patches are used on certain external garments in lieu of metal badges when the latter are inappropriate because of safety or other hazards. Four uses are approved: snow machine suits, flight suits, survival suits, and tactical vests employed in law enforcement operations. Unofficial uses are prohibited by law and regulation.
- 4) Arrowhead Patches - Supplemental arrowhead patches are available for limited use and in an official capacity. Unofficial uses are prohibited by law and regulation.
- 5) Name Tags - Several types of name tags and bars are provided directly to parks by a subcontractor to the uniform contractor:
 - Uniform name tag - The standard gold name tag worn on the uniform.
 - Service name bar - A name bar with an arrowhead symbol which is worn on civilian clothing to identify the wearer as a representative of the National Park Service who is acting in official capacity. It is not worn on the uniform.
 - Sign language name bars - There are two types - the sign language interpreter bar, which is worn by employees who are certified by the National Registry of Interpreters for the Deaf, and the "I Sign" name bar, which identifies non-certified employees who know or are learning sign language.
 - Language name bar - Identifies qualified employees as language interpreters to visitors. Worn on the uniform.

- 6) Badges - Badges are provided for use on uniforms and in badge cases.
- 7) USNPS Collar Insignia - The collar insignia are provided for wear on dress and service jackets and on work jackets.

c. **Procedures**

- 1) Acquisition procedures for each of these items vary:
 - Law Enforcement Leather Gear - Acquire and fill out the contractor's order form. Prepare a DI-1 and purchase order and send it directly to the contractor.
 - Law Enforcement Identification Vests - Prepare a DI-1 and purchase order and a justification and submit them to the regional law enforcement specialist. He or she will review the justification, endorse the purchase order (if approved) and send it to the contractor with a brief cover letter.
 - Badge Patches - Send a DI-1 and a justification to the regional law enforcement specialist for review, endorsement (if approved) and forwarding to the Servicewide law enforcement specialist in the Ranger Activities Division in Washington. Requests must state the number needed, the purposes for which they will be utilized, and how the park will account for them. Patches will be sent to regional law enforcement specialists for forwarding to the parks. Property slips for patches received in the parks must be completed and sent to the regional law enforcement specialist for his or her files.
 - Arrowhead Patches - Prepare a DI-1 and justification and submit to Central Supply's Brentwood or Rocky Mountain facilities.
 - Name Tags - Prepare a delivery order against the current contract on an Optional Form 347 or NPS Form 10-3470 and send to R&R Uniforms, Inc., P.O. Box 636, Attleboro, Massachusetts 02703.
 - Badges - Prepare a DI-1 and submit to Central Supply's Brentwood or Rocky Mountain facilities.
 - USNPS Collar Insignia - Prepare a DI-1 and submit to Central Supply's Brentwood or Rocky Mountain facilities.
- 2) Maintain file copies of purchase orders and justifications at the park level for at least three years.
- 3) Regional law enforcement specialists should also keep records on file for badge patch and law enforcement identification vest procurements.

16-3. **Personal Fund Purchases**

a. **Purpose and Limits**

Employees who have authorized uniform allowances may, of course, expend personal funds in excess of their allowances to procure items covered under the uniform allowance system. In limited circumstances, employees are also permitted to use their own funds to acquire some items available only by direct purchase.

b. **Applications**

- 1) Law Enforcement Leather Gear - Because some employees prefer to purchase and retain their own law enforcement equipment, personal purchases of these items are permitted.

c. **Procedures**

- 1) Submit personal funds to the contractor along with the standard order form.

CHAPTER 17 - PROPERTY MANAGEMENT

17-1. **Ownership**

a. **Personal Property**

Items procured under the uniform allowance system are considered to be the employee's personal property once delivery has been formally made to the employee. The government, however, has a vested interest in the property since the allowance comes from appropriated funds. The uniform contract therefore requires delivery and receipt by the park. Parks are accountable for all uniforms until delivered to the ordering employee.

b. **Government-Owned Property**

Items procured by direct purchase with government funds are considered to be government-owned property and are subject to established Federal and Department of Interior receiving, use, accountability, control and disposal procedures and regulations.

17-2. **Accountable Persons**

a. **Receiving Officer**

Receiving officers must be designated in writing for each area by the park superintendent. The receiving officer cannot be either the contracting officer or an employee who initiates an order. The receiving officer for both uniform allowance system and direct purchase shipments should be the same person.

b. **Custodial Officer**

Custodial officers for government-owned property must be designated in writing for each area by the park superintendent.

17-3. **Uniform Allowance Purchases**

a. **Receiving Officer Responsibilities**

- 1) Receipt and acknowledgement of receipt of shipments from the contract carrier.
- 2) Accountability for the shipment - either directly or through a designated agent - from time of receipt until delivery to the employee.
- 3) Creation and maintenance of a log of shipments received. The log may be in any format, but must contain:

- the number of the order from the shipping label;
 - the name of the employee receiving the shipment;
 - the date of delivery of the shipment;
 - the date of receipt of the shipment;
 - the packing list invoice number from the shipment;
 - the name and signature of the employee who picked it up from the receiving officer and the date it was picked up; and
 - the date of return of the signed "receiving report" from the employee.
- 4) Creation and maintenance of a filing system containing the park copy of the packing list. Copies of the packing list, together with the completed log, constitute the records necessary and required for auditing purposes.
- 5) Assures that the employee returns a copy of the packing list invoice to the receiving officer for his or her files.

b. **Employee Responsibilities**

- 1) Receipt of the shipment from the designated receiving officer or his or her agent.
- 2) Checking the shipment to verify that the contents match the packing slip and order.
- 3) Signing and dating the packing list.
- 4) Providing the receiving officer with the park copy of the packing list.

17-4. **Direct Purchases**

a. **Receiving Officer Responsibilities**

- 1) Accountability for the shipment from time of receipt until delivery to the employee or park supply manager.
- 2) Checking the shipment to verify that the contents match the packing slip and order.
- 3) Acknowledgement of receipt of the property by signing and dating the receiving copy of the purchase document.
- 4) Forwarding the receiving report to finance for payment.

b. **Custodial Officer Responsibilities**

- 1) Control and issuance of items via hand receipts.
- 2) Provision of proper storage for items received.
- 3) Completion of periodic inventories in accordance with 41 CFR 114-60.8.
- 4) Processing of items in the inventory for disposal in accordance with NPS-44, the property management guideline, and 41 CFR 114-60.902(b), 114-60.106, 114-43.102-51, 114-44 and 101-44.

c. **Employee Responsibilities**

- 1) Assure that property is returned as appropriate.
- 2) Maintains property and treats with reasonable care.

17-5. **Employee Claims**

- 1) Claims for a uniform component damaged in a work-related incident or through an event or circumstance beyond the employee's control may be handled through an adjustment to the employee's allowance if the component was acquired with government or personal funds through the uniform allowance system. See Chapter 14-4.
- 2) Claims for a uniform component or protective equipment procured with park funds will be handled through standard tort procedures.

CHAPTER 18 - DOCUMENTS AND REPORTS

18-1. **Forms and Catalogs**

The contractor provides all uniform catalogs and most basic uniform allowance system forms. At the beginning of each year, the contractor provides parks with an order form for these items. Parks should order enough to meet needs, but no more than are truly necessary. Additional forms and catalogs can be acquired by calling the contractor's customer service representatives. Only park uniform program administrators or regional uniform coordinators may make such requests.

a. **Forms**

- 1) Uniform Allowance Authorization Form (10-138) - Authorizes employees to have one of several types of uniform allowances.
- 2) Order Forms - Class A and Class B male and female, lifeguard, maternity, boat shoe and law enforcement equipment order forms are provided.
- 3) Exchange Forms - These are provided directly to the parks and to the employees with each order.
- 4) Employee Allowance History Work Sheets - This form can be found in the appendix of this guideline and reproduced locally.

b. **Catalog**

The National Park Service's uniform catalog is prepared by the contractor as a contractual requirement. Because of the cost, catalogs are only produced every few years. Catalogs can be ordered from the contractor.

c. **Poster**

Copies of the Class A and Class B uniform appearance posters can be obtained from the contractor. Posters are for official use only; parks should limit their orders to the minimum needed.

18-2. **Reports**

The contractor provides a number of reports for the National Park Service. Two are prepared for field use:

a. **Quarterly Status Report**

This report lists uniformed employees by organization code, name, account number and status and provides detailed information on orders, uniform allowance balances, and cash expenditures. The report is sent to the park each quarter. All information should be carefully reviewed; errors should be corrected on the report itself. The report should be checked against packing list invoices received for that quarter to assure that the report entries are correct. Such checks are essential to validate the receipt and accuracy of shipments made by the contractor. Corrected reports must be signed and returned to the contractor within ten days.

b. **Consolidated Uniform Allowance Report**

This report lists all permanent employees by name, account number, uniform category and authorized replacement amount for the coming fiscal year, except for those employees who are still on the initial allowance cycle. The report, which is sent to the park each August, provides the contractor with the authority to establish new uniform accounts for employees already in the system, thereby eliminating the need for uniform allowance authorizations for these employees. All information should be reviewed and corrected. The report must then be signed by the superintendent and returned to the contractor before September 1st.

CHAPTER 19 - CLOSEOUT

19-1. **Overview**

a. **Purposes**

Each year, the contractor is required to close down for several weeks in September at the end of the fiscal year in order to complete several business and contractually required tasks. These include, but are not limited to, completion of all concluding fiscal year orders and exchanges, a complete inventory of all the uniform components in the warehouse, preparation of required reports for parks and central offices, closeout of approximately 13,000 existing employee accounts and creation of an equal number of new accounts, preparation and dissemination of order forms for the coming fiscal year, and final balancing of books.

The contractor must accordingly suspend all business so that these tasks can be completed by the end of September. No exceptions to this ruling will be granted.

b. **Park Responsibilities**

Park uniform program administrators are also required to undertake a number of tasks to facilitate closeout. These are outlined below.

Employees should be advised of the impending closeout in July and told to submit orders before August 31st. Since price changes occur with the new fiscal year and prices for some uniform components increase after October 1st, it is particularly important that employees purchase items at this year's prices with funds remaining in their current allowances.

Supervisors and managers should also be reminded of the month-long closeout in early summer so that arrangements can be made to assure that anticipated hiring of uniformed employees can either be completed before or after the September closeout or that uniformed employees hired during that month can acquire their uniforms ahead of time.

19-2. **Procedures**

a. **Closeout For Concluding Fiscal Year**

- 1) Uniform allowances authorized for the concluding fiscal year cannot be applied beyond the end of the fiscal year. Uniform orders placed against current allowances must be postmarked or telefaxed to the contractor no later than August 31st. The contractor returns orders postmarked or telefaxed after that date for resubmission after October 1st, and the remaining balance in the employee's existing allowance is cancelled.
- 2) Existing backorders are charged against current allowance balances and are shipped as soon as the contractor receives the merchandise.
- 3) All outstanding dealings with the contractor must be resolved before the end of August. Credits should be applied, refunds made, and exchanges completed as soon as possible.

- 4) Uniform orders received by a park after a temporary/seasonal employee has been terminated must either be held until the employee is rehired or forwarded to the employee's new duty station.

b. **Establishing Accounts For New Fiscal Year (Permanents)**

- 1) Individual allowance authorizations for permanent employees currently on the rolls are not required for the new fiscal year. Instead, each park receives a Consolidated Uniform Allowance Report. Two copies of the report are provided - an original which is to be certified and returned to the contractor and a copy for the park's administrative records.
- 2) All necessary changes or deletions to existing information should be made on the Consolidated Uniform Allowance Report. Each page of the report must be certified by the superintendent and forwarded to the contractor by the end of the first week in September. Accounts for permanent employees for the new fiscal year are established and activated from the information furnished by this report.
- 3) This procedure is for permanent employees only; changes or deletions may be made only for employees listed on the report.

c. **Establishing Accounts For New Fiscal Year (Temporaries, Seasonals, New Hires)**

- 1) Individual uniform allowance authorization forms must be completed for all temporary, seasonal and/or new employees (including transfers) to establish their uniform accounts for the new fiscal year.
- 2) Authorizations must be computed according to the semi-annual schedule and must accompany the consolidated report to the contractor.

CHAPTER 20 - FEEDBACK

20-1. **Guideline Revisions**

a. **General**

- 1) Recommendations for guideline or policy revisions which are not submitted in the standard format or which are incomplete will not be accepted for review.
- 2) Information must be printed or typed.

b. **Procedures**

- 1) Proposed revisions must be printed or typed and must contain the proposer's:
 - name and telephone number;
 - park address;
 - the date of the proposal;
 - an analysis of the problem which requires correction; and
 - a specific proposal for correcting the perceived problem.
- 2) All proposals must be reviewed and endorsed or rejected by the park's uniform committee or uniform coordinator. Proposals must be forwarded to region, whether approved or not. Specific reasons for either supporting or opposing the proposal must be appended to it before it is forwarded on.
- 3) Approved proposals must be reviewed, surnamed and dated by the superintendent before being forwarded to the regional uniform coordinator.
- 4) All proposals must be reviewed and endorsed or rejected by the regional uniform coordinator, who must provide specific reasons for either supporting or denying the proposal. Those which are approved will be dated, signed and forwarded to the Servicewide uniform coordinator.
- 5) The Servicewide uniform coordinator will review regionally endorsed proposals with the Servicewide uniform committee at its annual meeting.
- 6) Proposals which are endorsed by the committee will be evaluated by appropriate offices in the Directorate, then brought to the Associate Director, Operations, for a final endorsement before being included in the guideline. Proposals which are rejected will be returned to the originator with an explanation of the reasons for rejection.

20-2. **Recommendations for New or Revised Uniform Items**

a. **General**

- 1) Recommendations which are not submitted in the standard format or which are incomplete will not be accepted for review.
- 2) Information must be printed or typed.

b. **Procedures**

- 1) An initial recommendation is prepared which includes:
 - the type of item;
 - information on whether it's a new item, deletion of an old item, or modification of a current item;
 - a detailed description of the problem that the proposal would remedy;
 - the suggested remedy;
 - a comprehensive description of the item and its applications;
 - the item's actual or estimated cost;
 - information on field tests already conducted (if any);
 - a possible vendor or vendors;
 - an attached drawing or photo (if possible);
 - a sample of the item (if possible); and
 - the employee's name, signature, title, park, division and phone number.
- 2) The recommendation is reviewed by the park uniform coordinator in conjunction with the park's uniform committee. The uniform coordinator will then sign his or her name to the document, date it and forward it to the regional uniform coordinator for review. Proposals must be forwarded to region, whether approved or not.
- 3) The recommendation is reviewed by the regional uniform coordinator, who will indicate if it is rejected or approved, provide comments on the reasoning behind the decision, and date and sign the comments sheet. If the former, the proposal will be returned to the park; if the latter, the proposal will be forwarded to WASO and a copy will be made and sent back to the proposer.
- 4) The recommendation will then be reviewed by the Servicewide uniform coordinator. Proposals may be rejected if they reiterate proposals already rejected, are wholly impractical, or can not be implemented for contractual or other administrative reasons. If rejected, the proposal will be returned to the proposer through the regional uniform coordinator with an explanation of the reasons for denial.

- 5) If approved, the Servicewide uniform coordinator will then conduct a review of the proposal. The review will include the following:
 - An assessment of field interest through regional uniform coordinators, and, if appropriate, other regional specialists (law enforcement, safety, aviation, etc.).
 - A direct assessment of interest in parks through phone calls to areas with particular interest in an item (e.g., boat shoes for water parks or winter hats in northern or mountain parks).
 - Discussions with other agencies who have similar items in their programs.
 - An evaluation of the item and an estimate of inventory costs.
 - Discussions with the contracting officer and contractor on the proposal's feasibility.
- 6) A proposal, which will include the recommendation and subsequent comments and analyses, will be prepared by the Servicewide uniform coordinator for preliminary review and endorsement by managers, including the branch chief, division chief, and affected program specialists.
- 7) The preliminary proposal will then be reviewed and decided on by the Servicewide uniform committee in its annual session or, if feasible and appropriate, via telephone or telecommunications. In so far as is possible, samples will be obtained for the committee's examination.
- 8) The committee's evaluation and recommendation will be incorporated into a proposal for final review and signed endorsement by the branch and division chiefs. If approved, the subsequent steps will be taken; if rejected, it will be returned to the proposer with an explanation of why it was not approved.
- 9) The branch and division chiefs will approve samples, if available at this point. If not, samples will be sought. When they arrive, the Servicewide uniform coordinator, in conjunction with the branch and division chiefs, will approve the sample.
- 10) If, however, a field wear test is warranted by circumstances, the Servicewide uniform coordinator will take the following steps:
 - Seek candidates for the wear test through calls to regional uniform coordinators.
 - Prepare evaluation instructions, order samples, and arrange to have evaluations and samples sent to testers through park uniform coordinators.
 - Where possible, call testers individually to assure that they understand instructions.
 - Follow-up on evaluations at end of test to assure all are forwarded.
 - Prepare a report of findings for contracting officer, contractor, branch and division chiefs, and affected program specialists.

- 11) The Servicewide uniform coordinator, in conjunction with the branch and division chiefs, will evaluate the findings and approve or reject the sample. If rejected, the alternative samples will be sought and the process will be repeated; if approved, the next steps will be taken.
- 12) The regional uniform coordinators will be asked to query parks on probable demand for the item in first year of use.
- 13) The Servicewide uniform coordinator will meet with contracting officer and contractor to determine if the item should be phased in or if a buy-out of existing inventory should be considered.
- 14) The Servicewide uniform coordinator will prepare the necessary contractual documentation for the contracting officer.
- 15) The Servicewide uniform coordinator will prepare memoranda on introduction of the new item and, if appropriate, flyers and order forms.

20-3. **Problem Resolution**

a. **General**

- 1) All problems will be resolved at the lowest level possible.
- 2) Problems which are not submitted in the standard format or which are incomplete will not be accepted for review.
- 3) Information must be printed or typed.

b. **Procedures**

- 1) Employees will work with their park uniform program administrator or uniform program coordinator to resolve any problems with the contractor through direct contacts. Park uniform program administrators or coordinators are the only persons who will call the contractor's customer service representatives to resolve problems.

- 2) Problems which can not be resolved in this manner will be documented for further action. The employee should prepare a document with the following information:
 - the employee's name and phone number;
 - his or her uniform account number;
 - the date the document was prepared;
 - the park's address; and
 - the specific nature of the problem (e.g., order number, date of order, dates of calls to the contractor, and exact description of component, including employee size).

The information must be printed legibly or typed.
- 3) The complaint or problem will be reviewed by the park uniform coordinator or park uniform program administrator. That person will add the following information:
 - his or her name and phone number;
 - the date of review;
 - specific information regarding efforts to resolve the problem at the park level; and
 - the reason the problem was sent to the regional uniform coordinator for resolution.
- 4) The complaint or problem will be reviewed by the regional uniform coordinator. If the regional coordinator is able to resolve the problem, he or she will return the complaint or problem document to the park uniform coordinator, who will in turn forward it to the employee. If not, the regional coordinator will add the following information, and expeditiously transmit it to the Servicewide uniform coordinator:
 - his or her name and phone number;
 - the date of review;
 - specific information regarding efforts to resolve the problem at the regional level; and
 - the reason that the problem was forwarded to the Servicewide uniform coordinator for resolution.
- 5) Unresolvable complaints or problems will be reviewed by the Servicewide uniform coordinator, who will work toward their solution. Once the problem is resolved, the Servicewide coordinator will prepare a report, attach it to the complaint or problem, then forward it to the regional uniform coordinator. He or she will forward the document to the park uniform coordinator, who will in turn forward it to the employee.